

Monday - Friday
9.00am - 5.00pm



CHHR/5/03

For translation phone

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City and Hackney



Teaching Primary Care Trust

Your health records and how they are used

This leaflet explains:

- ◆ Why the NHS collects information about you and how it might be used
- ◆ your right to see your health records
- ◆ how to see your health records

YOUR HEALTH RECORDS

Your health records are a history of your treatment by the NHS. They contain information provided by you, your GP, and other providers of health care. They may be in the form of written notes and /or details held on computer and other formats. We keep your records securely to ensure confidentiality and to prevent misuse.

We ask you for information so that you can receive the best care and treatment and we keep this information, together with details of your care, so that we may continue to provide you with quality health care into the future.

Your GP's record is the most complete history of your care. Hospitals and clinics that treat you will have their own records of your treatment and follow up.

A Health Record is likely to include:

- ◆ Basic details about you (example: your address, next-of-kin and ethnic origin)
- ◆ Details about consultations with your GP, nurse or other health care professionals
- ◆ Notes and records about your health
- ◆ Details about your diagnosis, treatment and care
- ◆ Results of investigations (example: x-rays or laboratory tests)

YOUR RECORDS ARE CONFIDENTIAL

Everyone working in the NHS has a legal duty to keep information about you confidential.

If you are receiving care from another organisation as well as the NHS (for example, Social Services or private healthcare), we may need to share information about you with them. These organisations are also obliged to treat this information as confidential. We will only ever pass information about you to them if:

- ◆ They have a genuine need for it
- ◆ We have your permission
- ◆ It is required by law

Information will not be passed to your friends, relatives or carers without your signed consent. Your consent is also needed to share information with employers, solicitors, insurance companies or the Benefits Agency.

YOUR HEALTH RECORDS HELP THE NHS

YOUR HEALTH RECORDS ARE USED TO HELP YOU

- ◆ Your health records will be used to inform and guide the healthcare you receive now and in the future.
- ◆ Your records provide your GP, nurse or other healthcare professionals with vital information so that he or she can properly assess your health and medical history to decide on the best treatment and care for you.
- ◆ Your health records allow health professionals to review the quality of care and type of treatment you have received in the past .

Some of the information in your records may be used to help others, for example:

- ◆ Enable the planning of future health services and initiatives
- ◆ Educate and train staff
- ◆ Prepare statistics on NHS performance
- ◆ Investigate a complaint you have made
- ◆ Help in health research and development
- ◆ Review the care we provide to ensure it is of the highest standard

Access to your health information used for these purposes is controlled and monitored. Where possible your personal details will not be disclosed.

We may also pass anonymised statistical information to organisations with a legitimate interest, including universities, community safety units and research institutions. Anonymised information means that you will not be identified.

If we cannot use anonymised information, we may use personally identifiable information for essential NHS purposes such as research and auditing. This information will only be used with your consent, unless the law requires us to pass on the information to improve public health.



THE LAW REQUIRES SOME SHARING OF INFORMATION

The NHS has a legal duty to inform the appropriate authorities of certain information or circumstances. These may include:

- ◆ Birth and deaths
- ◆ An infectious disease such as measles or meningitis (but not HIV/AIDS)
- ◆ Food poisoning
- ◆ For child protection reasons
- ◆ When a formal court order has been issued



YOUR ACCESS TO YOUR HEALTH RECORDS

You have a right to see and have copies of your Health Records. This right is provided under the Data Protection Act 1998.

In certain circumstances your right to see some details in your health records may be limited for your own interest or for another reason, such as the protection of others.

If you believe that there is an error in your records you may request that it be corrected. Or, you may ask that a statement from yourself, stating the reason for your belief that there is an error, is included in your Health Records. If you wish to see your health records you will need to make a written request to the NHS organisation where you have been treated.



HOW TO ACCESS YOUR RECORDS

For GP or dental records, contact the Practice Manager of the relevant surgery.

You may be charged to see your health records. There is also a charge to obtain copies of records. The charge, made by the City & Hackney Teaching Primary Care Trust to cover the costs involved, is up to £50 per separate request. Requests are responded to within 40 days.

To see or to obtain copies of your health records related to treatment or care provided by City & Hackney Teaching Primary Care Trust write to: -

INFORMATION GOVERNANCE MANAGER
City & Hackney Teaching Primary Care Trust
St. Leonard's
Nuttall Street
London
N1 5LZ
Tel: 020 7683 4102
Email: records@chpct.nhs.uk

For further information and/or advice, contact:

Patient Advice and Liaison Service (PALS)
City & Hackney Teaching Primary Care Trust
St. Leonard's
Nuttall Street
London N1 5LZ
Freephone: 0800 923 0107

How you can get involved in helping to improve local health services.

City and Hackney Teaching Primary Care Trust welcomes your views about our services and aims to involve local people in the decisions being made about the care we provide.

If you are interested, you could:

- ◆ Take part in patient surveys which are sent out from time to time
- ◆ Join one of the Patients' Forum groups which are being set up shortly.

If you would like to get involved or find out more, contact PALS at City and Hackney Teaching Primary Care Trust.
Freephone: 0800 923 0107