

How we keep your records confidential

Your records are securely stored with access given to only those staff involved in your care.

All of our computer systems are password protected and our Health Records Library is accessed controlled.

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

We will only ever use or pass on information about you if others involved in your care have a genuine need for it. We will not disclose your information to others without your permission unless there are exceptional circumstances.

Anyone who receives information from us is also under a legal duty to keep it confidential.

We are required by law to report certain information to the appropriate authorities. This is only provided after formal permission has been given by a qualified health professional.

These occasions include:

- Notification of new births
- Where we encounter infectious diseases which may endanger the safety of others
- Where a court order has been issued

Our guiding principle is that we hold your records in strict confidence

Your information rights

- The right to know how we will use your personal information
- The right of access to your personal information held by us
- The right to object to us making use of your information
- The right to ask for your information to be changed

How do we ensure your information is accurate?

We also have a duty to ensure your information is accurate and up to date to make certain we have the correct contact and treatment details about you.

To do this we:

- Discuss and agree with you what we intend to record about you
- Show you what we have recorded about you, if you ask

You can help us by:

- Pointing out any information in your records which is wrong
- Allowing us to share as much information about you as we need to provide you with healthcare
- At some time, we might ask your permission to use records from which you could be identified for important research. Please give us permission unless you feel strongly that you do not want your information used in this way.

How can you access your health records?

The Data Protection Act 1998 allows you to find out what information we hold about you and this includes your health records. If you want to access your health records, you should write to:

**Legal Services
Queen Elizabeth Hospital
Gayton Road
King's Lynn
Norfolk PE30 4ET**

Under most circumstances you are entitled to receive a copy of your records. However, you should be aware that in some cases your right to see some details in your health records may be limited in your own interest or for other reasons which will be explained to you.

The application to access your records can be made by you, a person authorised by you in writing or a person appointed by a court to manage your affairs if the court has decided that you are not able to do so yourself.

How can you change your details?

If you change your name, address or telephone number, always notify the Trust and your GP so that we can make the necessary updates to your health records and continue to provide you with our services.

Your information, your rights



What you need to know

This leaflet explains why information is collected about you and the ways in which the information may be used

What information do we keep about you?

The information we hold may include:

- Basic details, such as your name, address and next of kin
- Contacts we have with you, such as clinic visits
- Notes and reports about your health and any treatment or care you needed
- Details about your treatment and care
- Results of X-rays and laboratory tests
- Information from other health professional, relatives or those who care for you

Why do we need your information?

We need it to ensure that:

- You receive the best possible care
- Doctors, nurses or other healthcare professionals involved in your care have accurate information to assess your health and future care needs
- Full information is available should you see another doctor, or be referred to a specialist or another part of the NHS
- There is a good basis for assessing the type and quality of care you have received
- Your concerns can be properly investigated if you need to complain

How do we use your records to help the NHS?

Your information may also be used help us:

- Review the care we provide to ensure it is of the highest standard
- Make sure our services meet patients needs in the future
- Teach and train healthcare professionals
- Conduct health research
- Investigate complaints, legal claims and untoward incidences
- Prepare statistics on NHS performance

Where it is not possible to use anonymised information, patient identifiable information may be used for essential NHS purposes. **This will only be done with your consent**, unless the law requires information to be passed on to improve public health or safety.

Privacy and Dignity

The Trust asks that patients and visitors respect the privacy and dignity of others:

- **Do not** take pictures in wards and other clinical areas
- **Do not** post comments about patients on Facebook, Twitter etc

Further Information

If you would like to know more about how we use your information or to request a copy of this leaflet in Braille, large print or another language, please contact the **Patient Advice and Liaison Service (PALS)**: 01553 613351 Monday to Friday.