

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

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

You can help us by:

- Pointing out any information in your records which is wrong
- Allowing us to share your information with other healthcare providers to ensure you are getting the right care when needed.
- At some time, we might ask your permission to use records from which you could be identified for important research.

Your information rights

- To be informed why, where and how we use your information
- To have your information corrected if it is inaccurate or incomplete
- To ask for your information to be deleted or removed where there is no need for us to continue processing it.
- To ask us to restrict the use of your information
- To ask us to copy or transfer your information from one IT system to another in a safe and secure way,

without impacting the quality of the information

- To challenge any decisions made without human intervention (automated decision making)
- You have the right to refuse/withdraw consent to information sharing at any time. The possible consequences will be fully explained to you and could include delays in receiving care
- To ask for access to or for a copy of your information. To request a copy of your information, you should write to:

Legal Services

Queen Elizabeth Hospital

Gayton Road

King's Lynn

Norfolk PE30 4ET

Or you can email your request to:

legal.services@qehkl.nhs.uk

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.

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

- Results of X-rays and laboratory tests
- Information from other health professionals, 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

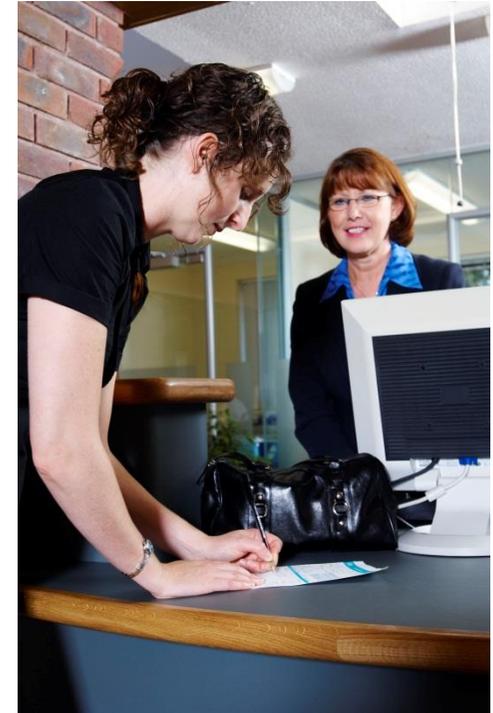
The Trust asks that patients and visitors respect the privacy and dignity of others:

- **Do not** take pictures in wards and other clinical areas
- **Do not** post comments about patients on any social media sites e.g., 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.

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

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Issue Date: Sept 2021, Review Date: Sep 2023