

The organisations with whom we may share information

- Health Authorities
- NHS Trusts
- General Practitioners (GPs)
- Ambulance Services

Subject to strict agreements describing how it will be used, information may be shared with:

- Primary Care Agencies
- Social Services
- Education Services
- Local Authorities
- Voluntary Sector Providers
- Private Sector Providers

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**Richmond
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YOUR INFORMATION



WHAT YOU NEED TO KNOW

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

Your doctor and other health professionals caring for you keep records about your health and any treatment and care you receive from the NHS. These help ensure that you receive the best possible care from us. They may be written down (manual records) or held on a computer. The records may include:

- Basic details about you, such as address and next of kin
- Contacts we have had with you, such as clinic visits
- Notes and reports about your health and any treatment and care you have received
- Results of investigations, such as x-rays and laboratory tests
- Relevant information from other health professionals, or those who care for you and know you well.

May I see this information?

The Data Protection Act 1998 gives you “right of access” to certain of your health records. To receive copies, you should make a written request to the NHS organisation where you are being treated but you should note that a charge will usually be made.

Your records are used to guide all healthcare professionals.

These records ensure everyone involved in your care has accurate and up-to-date information to assess your health and decide what care you need.

- Full information is available if you need to see another doctor, or are referred to a specialist or another part of the NHS
- There is a good basis for assessing the type and quality of care that you have received
- Your concerns can be properly investigated if you need to complain.

Our guiding principle is that we are holding your records in strict confidence.

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

We will only pass on information about you if others involved in your care have a genuine need for it.

We will not disclose your information to third parties without your permission, unless the health or safety of others is at risk or where the law requires information to be passed on (eg new births or certain infectious diseases) or in response to a court order.

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

How your records are used to help the NHS:

Your information may also be used to help:

- Assess the needs of the general population
- Make sure our services can meet future patient needs
- Review the care we provide to ensure it is of the highest standard
- Teach and train healthcare professionals
- Conduct health research and development
- Pay your GP, dentist and hospital for the care they provide
- Audit NHS accounts and services
- Prepare statistics on NHS performance
- Investigate complaints, legal claims or untoward incidents.

Some information will be held centrally, but where this is used for statistical purposes, stringent measures are taken to ensure that individual patients cannot be identified. Anonymous statistical information may also be passed to organisations with a legitimate interest, eg universities, and research institutions.

Where it is not possible to use anonymised information, personally identifiable information may be used for essential NHS purposes. These may include research and auditing services. This will only be done with your consent, unless the law requires information to be passed on to improve public health