

How you can arrange to access your health records

Everyone can see the information that is kept in their health records, whether computerised or paper based, in accordance with the provisions of the Access to Health Records Act (1990) and the Data Protection Act (1998). If you want to see them, you should telephone or write to the Legal Department (please see contact details below), who will process your request for you. The information will be made available to you, together with an explanation of the notes should you need it.

Please note that a charge will be made for administration and the time involved in processing your request.

Contact details:

Legal Department
2nd Floor
Clinical Sciences Building
University Hospitals Coventry & Warwickshire
NHS Trust
Clifford Bridge Road
Coventry
CV2 2DX

Telephone: 024 7696 8813

The Trust has access to interpreting and translation services. If you need this information in another language or format, please contact 024 7696 5400 and we will do our best to meet your needs.

The Trust operates a smoke free policy

Patient Quality & Safety

Protecting your information

Your health records are used to help the NHS provide you or your child with the best possible care.

Keeping your health information confidential

All health professionals working for the National Health Service (NHS) have a legal duty to maintain the highest level of confidentiality about patient information.

In some instances, you may be receiving care from other people as well as the NHS. We may need to share some information about you with them, so we can all work for your benefit. Anyone who receives confidential information about you from us is under a legal duty of confidence. Unless there are exceptional circumstances, for example; when the health or safety of others is at risk (including child protection concerns), we will not disclose your information to third parties without your permission.

We will only give your relatives, friends and carers information if you want us to.

The purpose of this leaflet is to tell you:

- How your health information is used to help you.
- How the confidentiality of your information is safeguarded.
- How you can arrange to access your or your child's health records.

For further details on sharing confidential patient information, contact:

**Data Protection Officer
University Hospitals Coventry & Warwickshire
NHS Trust
Clifford Bridge Road
Coventry
CV2 2DX**

Telephone: 024 7696 8405

How your information is used to help you

As you know, health professionals caring for you or your child keep information about your health and the care you receive from the NHS. This information may be either written in health records (manual) or electronic. It is important to help ensure that you receive the best possible care from us.

Your information is used in the following ways to guide and administer the care you receive:

- To ensure that your health professional has accurate and up to date information to assess your health and decide what care you need when you visit in the future.
- To ensure that full information is available should you see another health professional.

- To ensure that there is a good basis for looking back and checking on the type of treatment and the quality of treatment you have received.
- To ensure that your concerns can be properly investigated if you need to complain.

Legal and National Requirements

The Department of Health requires information from the NHS to monitor health services and plan for the future. Some of this information will be held centrally to be used for statistical purposes. In these instances we take strict measures to ensure that individual patients cannot be identified. Use of this centrally held information is controlled by the NHS Information Authority, which takes advice from the Security and Confidentiality Advisory Group, an independent board that reports to the Government Chief Medical Officer.

The National Patient Safety Agency (NPSA) also requires information from NHS organisations to enable it to learn from patient safety incidents, however the NPSA does not retain any patients', staff or visitors' personal data and should such information be passed to them, it is deleted. Information held centrally is not used to make decisions about the treatment or care that you receive from your hospital or GP.

How your information is used to help you

Whilst always preserving your confidentiality, your information can also help us to help you by:

- Assisting with teaching and training of health care professionals (but you can choose whether or not to be involved personally).

- Assisting with health research (if this research requires identifiable information, your written permission will be sought prior to research being undertaken).

If you feel that you are being asked for information you would prefer not to have recorded, please let the member of staff know at the time.

Information may be used outside the hospital but within the NHS. It may also be shared with others for purposes of your ongoing care. Such as:

- GPs, community nurses and health visitors
- Primary Care Trusts
- Health Authorities
- Social Workers
- School Nurses
- Private Providers of Health Associated Care
- Voluntary Organisations

In certain circumstances we are required by law to report information to the appropriate authorities. This information is only provided after formal authority has been given by a qualified health professional. For example:

- Notification of new births
- Where we encounter infectious diseases which may endanger the safety of others (e.g. meningitis or measles, but not HIV / AIDS)
- Where a formal court order has been issued.
- Child Protection Concerns