PATIENT GUIDE: WHY AND HOW THE NHS MAY USE INFORMATION ABOUT YOU

Why health professionals keep information about you?

We need information about you so that we can give you the best possible care. When you come into contact with the health services provided by Bevan Healthcare, you will be asked to provide details about yourself. If you think any information we hold about you is not accurate, you must let us know.

What information is collected?

There are three types of information collected:

1. **Personal Confidential Data** – basic information about you including your name, address and date of birth; details, notes and reports about your health, treatment and care; relevant information from those who care for you such as health professionals and relatives

2. **Anonymised Data** - where unique identifiers (name/address) has been removed so the information is no longer identifiable, often used for producing statistics

3. **Pseudonymised Data** – where confidential data is replaced with 'code', we have the key to the code and can identify this but the organisations the data is shared with will not have the key and therefore the data will not be identifiable to them.

What is your information used for?

We need your information for several reasons, including but exclusively:

- Your doctor, nurse or other health professional involved in your care have accurate and up-to-date information to assess the care that you need

- Appropriate information is available if you see another doctor or if you are referred to another service within the NHS

- To improve and plan even better healthcare and services for the local population

- To investigate your concerns if you have a query, complaint or legal claim

Who else might see your information?

You may be receiving care from other people as well as the NHS so we may be required to share your information with them for example:

- Other healthcare professionals (eg. doctors, nurses)

- Partner organisations who contribute to your long term care (eg. social services, private sector providers)

- Other services (e.g. cancer registries, complaints, auditing, research purposes – anonymised, pseudonymised or consent will be sought)

We may therefore need to share your information with these individuals to ensure the best possible care is provided. We will only ever pass information about you if there is a genuine need for it, on a need to know basis, if there is a court order or if we have your consent. We will not disclose your information to a third party unless there are exceptional circumstances, such as when the health and safety of others is at risk or if the law requires us to pass on such information.

How do we protect your information?

We understand the personal and sensitive nature of your information. In addition to the Data Protection Act 1998 everyone working in the NHS is subject to the Common Law Duty of Confidence.

Staff are required to protect your information under the NHS Confidentiality Code of Conduct and must inform you how your information will be used and allow you to decide if and how your information can be shared. We may use external companies to process personal information such as for archiving or destruction of data. These organisations will be bound by contractual agreement to ensure information is kept confidential and secure in compliance with the Data Protection Act.

Public Information

The Freedom of Information Act 2000 allows anyone to make a request for the Trust for access to publicly recorded information. Publicly recorded information may include such information as Trust reports, accounts, policies and certain minutes of meetings. Your personal information will continue to be protected by the conditions of the Data Protection Act.

How do I get access to my records?

You are entitled to know what information we hold about you. If you need access to this information you must apply in writing to Bevan Healthcare CIC. There may be a charge to cover the administrative costs we incur dealing with your request. We are obliged to reply to your request within 40 days.