Your Health and Social Care Record

Issued by Information Governance
Introduction

This leaflet explains why we ask for your personal information, how that information will be used and how you can see your health and social care record.

Everyone working for Health and Social Care Services has a legal duty to keep information about you confidential.

Why is information recorded about me?

The professionals caring for you keep records about your care and treatment. They may be written (manual records), or held on a computer (electronic records). The records help ensure you receive the best possible care from us. This information can include:

• basic details about you, such as address and next of kin
• details of contacts we have had with you, such as clinic visits
• notes and reports about your care and treatment, for example, change in medication or family circumstances
• details and records about your care and treatment, for example, advice given or referrals made
• results of investigations
• relevant information from people who care for you and know you well, for example, social and healthcare professionals and relatives
What is the information used for?

For your care:
Your records are used to help decide about the care you receive. They ensure that:

- the professionals involved have accurate and up-to-date information on your needs and future care requirements
- relevant information is available, should you need to see another care professional, or be referred to specialist NHS services
- there is a good basis for assessing the quality of the care you receive
- your concerns can be properly investigated, should you need to complain

Statistics and research:

Some of your personal information may be used for statistical reporting purposes. We are very careful to make sure that individual patients cannot be identified.

These reports may also be passed to organisations involved in health and social care research, for example universities. Occasionally an independent audit (check) will take place to make sure your information is being recorded and stored accurately and securely.

On the rare occasions where it is essential to include information about you, we will ask for your consent before this information is shared.

It may be shared with other organisations for the purpose of arranging health and social care support services, and for related administration and management purposes.
Anyone who receives information from us has a legal duty to keep it confidential.

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

Occasions when information must be passed on include:

- birth notification
- where we encounter infectious diseases which may be a public health concern, for example, meningitis and measles (but not HIV/AIDS)
- where a formal court order has been issued

With your agreement, your relatives, friends and carers can also be given information about you to keep them up-to-date regarding your care.

Sharing information with other organisations

When other agencies are involved in your care, we may need to share details about you to help us to work together for your benefit. Information will only be shared with them if they have genuine need for it and where possible we will ask for your consent for this.

These could include:

- other NHS organisations e.g. hospitals, GPs etc
- Local Authority Departments, including Social Services and Education
- Voluntary and other private sector care providers
Occasions when your information needs to be disclosed (given) include:

• where the health and safety of others is at risk
• when the law requires us to pass on information under special circumstances
• when approved by the Secretary of State for Health

If there is information you do not wish us to share, please advise one of your health or social care professionals involved in your care.

**Can I see my Health and Social Care record?**

The Data Protection Act 1998 allows you to find out what information is held about you, on computer and in certain manual records. This is known as "right of subject access", and applies to your health and social care records.

If you want to see or receive a copy of your records speak to a member of staff who will be able to help you.

You are entitled to receive a copy of your records. A charge may be made.

In certain circumstances access to your records may be limited, for example, if it is felt to be in your best interest or for the protection of others.
Further Information

If you would like to know more about how we use your information or if, for any reason you do not wish to have your information used in any of the ways described in this leaflet, please speak to the health or social care professionals concerned with your care. If you do not feel comfortable doing this you can also find out more by contacting the Information Governance Department at the above address, on 0191 203 1645 or at: igofficer@northumbria-healthcare.nhs.uk

Further guidance about data protection can be obtained at www.informationcommissioner.gov.uk.
Alternative Formats

If you would like a copy of this information in large print, another language, audio tape or other format please call the Contact Centre on 03 44 811 8118

Other sources of information

NHS 111

NHS Choices
www.nhs.uk/pages/homepage.aspx

NICE (National Institute for Health and Clinical Excellence)
www.nice.org.uk

Patient Advice and Liaison Service (PALS)
Freephone: 0800 032 0202
Text: 01670 511098
Email: northoftynepals@nhct.nhs.uk

Northumbria Healthcare NHS Foundation Trust
General Enquiries 03 44 811 8111
www.northumbria.nhs.uk

PIN 569/V1

Review date: June 2017

© This material is the copyright of the Northumbria Healthcare NHS Foundation Trust