

Why we collect information about you

Your doctor and other health professionals caring for you keep records about your health and any treatment or 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 e.g. name, address, date of birth, NHS number and next of kin
- ❖ contacts we have had with you, such as clinic visits
- ❖ notes and reports about your health and any treatment or care you need
- ❖ details and records about the treatment and care you receive
- ❖ results of investigations, such as X-rays and laboratory tests
- ❖ relevant information from other health professionals, relatives or your carers

The NHS has a legal duty to keep your information confidential and secure.

The law requires us to report certain information to the appropriate authorities. This is only done after formal permission has been given by a qualified health professional. Occasions when we must pass on information include:

- ❖ notification of new births
- ❖ infectious diseases which may endanger the safety of others, such as meningitis or measles (but not HIV/AIDS)
- ❖ where a formal court order has been issued

How your records are used to help you

We use your records to guide and administer the care you receive so that...

- ❖ healthcare professionals caring for you have accurate information to assess your health and decide what care you need in the future
- ❖ we can contact you for health checks (e.g. immunisation, cervical smears or other preventative treatment)
- ❖ full information is available if you see another doctor, are 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
- ❖ we can properly investigate your concerns if you need to complain



How your records are used to help the NHS

We may use your information to help us:

- ❖ look after the general public's health
- ❖ pay your GP, dentist and hospital for the care they provide
- ❖ audit NHS accounts and services
- ❖ investigate complaints, legal claims or untoward incidents
- ❖ make sure our services can meet patient needs in the future
- ❖ prepare statistics on NHS performance
- ❖ review the care we provide to ensure it is of the highest standard
- ❖ train health professionals
- ❖ conduct health research and development



When we share your information with other services

You may receive care from other people as well as the NHS (e.g. Social Services). We may need to share some information about you so we can all work together for your benefit. We only use or pass on information about you if others involved in your care have a genuine need for it. If we pass on any information we will ensure it is kept secure and confidential.



We will only disclose your information to third parties without your permission if there are exceptional circumstances, such as when the health or safety of others is at risk or where the law requires information to be passed on. Again if we do need to disclose your information we will ensure it is kept secure.

Anyone who receives information from us is also under a legal duty to keep it confidential and secure.

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.

Our guiding principle is that we are holding your records in strict confidence and with a high level of security

Who are our partner organisations?

The principal partner organisations, with whom information may be shared are:

- ❖ Strategic Health Authorities
- ❖ NHS Trusts
- ❖ Primary Care Trusts
- ❖ General Practitioners (GPs)
- ❖ Ambulance Services
- ❖ NHS dentists, optometrists and pharmacists
- ❖ Out-of-hours services (Shropdoc)

Your information may also, subject to strict agreements describing how it will be used, be shared with:

- ❖ Social Services
- ❖ Education Services
- ❖ Local Authorities
- ❖ Voluntary Sector Providers
- ❖ Private Sector Providers

We have a duty to ensure your information is accurate and up to date. Part of this is checking that we have the correct contact and treatment details about you. We also undertake Information Quality Assurance Assessments to ensure we deliver improvements in the quality of the information we record about you.

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 practice managers or the health professionals concerned with your care.

You can also contact:

The Caldicott Guardian
Shropshire County PCT
William Farr House
Shrewsbury
SY3 8XL
01743 261300

Or

The Caldicott Guardian
Telford & Wrekin PCT
Sommerfeld House
Trench Lock
Telford
TF1 5RY
01952 222322

This leaflet is also available on the PCT websites:

www.shropshirepct.nhs.uk
www.telfordpct.nhs.uk

If you would like a large print version of this leaflet or for a leaflet in a language other than English, please contact the PCTs' PALS co-ordinators at the above addresses.

Shropshire County Primary Care Trust
and
Telford & Wrekin Primary Care Trust



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