

**Your** information  
**Your** rights

What **you** need to know



This leaflet explains why we collect information about you and how this information may be used

It also tells you about your right to see your health records and how to gain access to them

# Why do we collect information about you?

## To help you

Your doctor (hospital doctor and GP) or other health professionals caring for you, keep records about your health and any treatment or care you receive from various sources. This information is either written down or held on a computer. These records are then used to guide and manage the care you receive.

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This is to make sure that:

- any health professional involved in your care has accurate and up-to-date information to assess your health and decide what care you need
- you are invited to receive routine treatment such as immunisations and screening
- there is a good basis for assessing the type and quality of care you have received. This will lead to better care both for you and for other patients in the future
- if you need to complain about the care you receive, your concerns or complaints can be properly investigated



You may receive care from organisations such as Social Services or private and voluntary healthcare providers. If so, there may be a need to share some information about you so that everyone involved in your care can work together for your benefit.

Information about you will only be used or passed on to others involved with your care, if they need it.

Whenever your information is used for your care, it will be handled in the strictest confidence. Holbrooks Health team will:

- not normally disclose your personal information without your consent, unless it is in your best interests or required by law
- ensure that only the minimum amount of information needed will be passed on
- ensure that anyone receiving information about you is under an obligation to keep it confidential and to only use the information for the specified purpose
- ensure that information sharing agreements between organisations will control the way your information is shared
- have secure systems in place to help prevent unauthorised access to patient information held on its computers



# To help us

Your information is also used to run and improve the practice. It may be used to:

- review the care given to patients to make sure it is of the highest possible standard
- make sure services are planned to meet patients' needs in the future
- investigate complaints, legal claims or important incidents
- ensure that money is used properly to pay for the services it provides
- check and report on how effective the practice has been
- make sure that we give value for money

Whenever possible all personal information will be removed. When this is not possible rules and contracts are put in place to ensure that patient information is kept safe. We sometimes have to use organisations outside the NHS to provide information services, for example audit or computer system maintenance. Where this is the case the organisations must meet strict NHS rules.



# To help others

Your information may be used to help protect and improve the health of other people, and to help create new services.

Where necessary, to comply with the law, your doctor may have to give information to certain organisations, for example if you have an infectious disease which might endanger the safety of others (e.g. meningitis or measles).

Some services need information to support medical research and find out how diseases develop. This will make sure that:

- healthcare organisations can plan ahead and provide the right services to the right people
- progress can be made in diagnosing and managing diseases
- drugs can be made more effective, for example by reducing side effects



# Accessing your health records

The introduction of the General Data Protection Regulation (GDPR) 2018 replaces the Data Protection Act 1998 (DPA) and will strengthen and unify data protection for all individuals within the European Union.

- There will no longer be charges for copies of medical records
- Patients can now have their medical records amended – if information about them is incorrect
- Patients will have more say on how their information is used and shared
- Consent – will need to be obtained, recorded and managed

Requests to access your health record must be made in writing by completing a Subject Access Request (SAR). Under the law there may be some rare circumstances when the information you have requested cannot be provided to you.

See the practice website for more details.



# Information held on computer

We store your information on computer systems, for example your medical history, contact details, laboratory and x-ray results and hospital letters.

New technology now allows some of the information held about you to be shared between Coventry & Rugby computers based in hubs ie the Extended Hours service. This means important details about your health will be available to the health professionals looking after you.

The benefits to you, and your doctor, are:

- immediate access to your information at your appointment
- health care professionals can see your current medical history, medications and allergies



# Further information

If you have any concerns about the way your information is used you should discuss these with the practice or your healthcare professional responsible for your care.

If you would like to know more about how your personal information is used please visit the practice website at <https://www.hht-nhs.co.uk/registration/records-coventry.php>

