

Your information

How and why we use it



This leaflet will explain how **CHCP CIC** use your information and why we use it. Why we keep it and what we do with it.



Why do we keep information about you?

We want to make sure we are looking after you properly, so we keep information about what medicines and treatments we have given you.



This is the sort of information we keep:

- Your address and the name of someone who is close to you, in case we need to contact them
- Times when we have seen you
- Important facts about your health and what we are doing to help you



- Results from any tests you have had
- Important information from other doctors, nurses or your family.
- Information that might be important from other people who are taking care of you, your family or people who care for you and know you well



What do we do with the information?

We use the information in your records to help us to give you the best possible care.



It means that the doctors, nurses and other people taking care of you (including people from other organisations) have all the information they need to decide how best to look after you.



We can check you're getting the best care and change it if you're not.

We also use your information to help other people.



- We report on how our services are doing
- We teach our doctors, nurses and other healthcare workers
- We learn more about health by asking questions in surveys.



- We use it to make our services better
- We check what has happened if something goes wrong
- We can make sure hospitals, doctors, nurses and dentists get paid for the treatments they give



The information we use is anonymous (it doesn't have names on), unless it's to help with your care.



How do we make sure only the right people see your information?

We will only share your information to help in looking after you and we won't share it with anyone else, but there are some times when we have to.



- You ask us to share it
- We ask you and you say we can
- The law says we have to share it
- We have special permission to use it (for example, for research)
- We have special permission because it can help lots of people



Everyone providing NHS Care has a legal duty to keep your information safe (this means it's the law).



Sometimes a doctor or a nurse might need to tell other organisations, such as social services, certain things so that we can all work together for you. We will tell you if they are going to do this.



Who do we work with?

We work with some organisations who we might share your information with:



- Hospitals and other people who provide health care
- Ambulance services
- Family doctors
- Sexual health services
- Opticians
- Pharmacies



We also might share your information with other organisations like social services, schools and councils but we will always try to talk to you about it first.



Your rights

We will always make sure your rights are respected.



We will correct any personal information that is wrong or change anything that is not complete.



You can change your mind at any time about sharing your information and you can tell us if you don't like what we're doing with it.



You can ask for copies of information we hold about you. This is called a subject access request.



If you would like to ask for a copy of your medical record, please email

chcp.accesstorecords@nhs.net

or call

01482 347627

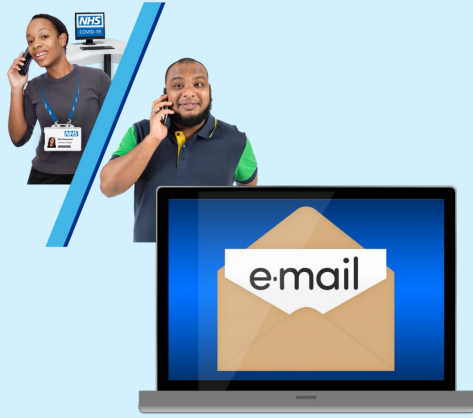


How long do we keep your information for?

We keep all personal information for the length of time in the Department of Health Records Management Code of Practice for Health and Social Care Records 2021.



Under the General Data Protection Regulation and the Data Protection Act 2018 we are responsible for making sure the information we have about you is confidential. We keep this private unless we need to share it. If you want to know more visit the 'Your information and how we use it' page on our website.



For more help or information

Please talk to the doctor or nurse looking after you.

You can also ring the Data Protection Officer on **01482 347627** or email **chcp.customercare@nhs.net**



For independent advice:

Information Commissioner
Wycliffe House, Water Lane
Wilmslow, Cheshire
SK9 5AF
Tel: 01625 545700