



Excellence • Compassion • Expertise

Your Information

How and why we use it



version 1

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.

- 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
- Important information from other health professionals, relatives or those who care for you and know you well

What do we do with the information?

Your information is used to direct, manage and deliver your care to ensure that:

- Doctors, nurses and other healthcare professionals involved in your care, including those from other organisations, have what they need to decide how best to look after you
- We can review and improve your care if things change

Your information is also used to manage and protect the health of other patients

and the wider public by helping us to:

- Improve and adapt our services to meet the needs of our patients and future patients
- Check what has happened if something goes wrong
- Make sure hospitals, doctors, nurses and dentists get paid for the care you receive
- Report on how our services are doing
- Train and educate our doctors, nurses and other healthcare professionals
- Carry out health research and development through surveys and audits

Anonymous data is used wherever possible except where related to your direct 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 won't share it with anyone else unless:

- You ask us to share it
- We ask you and you say we can
- The laws says we have to
- We have special permission to use it for health or research
- We have special permission because it helps lots of people



Everyone
providing NHS
care has a legal
duty to keep your
information safe

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 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 ensure your rights are respected. You have:

- The right to rectification - we will correct any personal information that is inaccurate or rectify any data that is incomplete
- You have a right to withdraw consent at any time and object to how we process your information
- The right of access – you can ask for copies of information we hold about you. This is called a subject access request

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

chcp.accesstorecords@nhs.net or call

01482 347627

How long do we keep your information?

All personal information will be kept in line with the retention periods in the Department of Health Records Management Code of Practice for Health and Social Care Records 2021.

Under the Data Protection Act 2018 we are responsible for maintaining the confidentiality of any information we hold about you. For further information visit the 'Your information and how we use it' page on our website.

For further help or information

Please talk to the doctor or nurse looking after you.

You can also call our Data Protection Officer on
01482 347627 or email them at
chcp.customercare@nhs.net

For independent advice:

Information Commissioner
Wycliffe House, Water Lane
Wilmslow, Cheshire
SK9 5AF

Tel: **01625 545700**

If you would like this document in an alternative
language or format, such as audio tape, large
print or Braille, please call: **01482 347649**

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