

If you do not want to share your information

If you wish to restrict the sharing of your information please inform the healthcare professional who is treating you at the time. The health professional will be able to discuss this with you and explain why this may not always be in your best interests.

If you do not want your confidential patient information to be used for research and planning, you can opt out of this. If you do opt out there are some specific situations where your data may still be used.

Anonymised data (that is, data that does not identify you) may still be used. Your confidential patient information will still be used to support your individual care. Any preference you set using this service will not change this.

You can speak to the healthcare professional involved in your care if you are concerned about how your health information is used. More information on opting out of sharing information for planning and research can be found using the following link:

<https://www.nhs.uk/your-nhs-data-matters/>

If you want to see your health care records

You have the right to apply for access to the information we hold about you.

The Data Protection Act 2018 also gives you the right to know what information we hold about you, what we use it for and if the information is to be shared and who it will be shared with.

We have a duty to provide this information in a format that is accessible to you, such as large print or Braille, and in a way that you can understand, explaining any abbreviations where necessary. .

In certain circumstances your right to see some details in your health records may be limited in your own interest or for other reasons. After viewing records, if you believe any information is inaccurate or incorrect, please let us know.

If you would like to know more about how to access your health records please visit our page on the internet:

<http://www.bridgewater.nhs.uk/aboutus/how-we-use-and-protect-your-personal-information/healthrecords/>

If your details change

It is important that you tell the person treating you every time your details such as your name, address or doctor change or if the date of birth that we have for you is incorrect. For impartial and confidential advice or information on the services provided by Bridgewater or to receive this leaflet in an alternative format call our Patient Services team on 0800 587 0562.

www.bridgewater.nhs.uk

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**Bridgewater
Community Healthcare**
NHS Foundation Trust

Information for patients about protecting your privacy



Quality first and foremost

Why we collect your information

Health professionals collect information about you to provide you with the best possible care. Your health care details may be held in a manual written record or on a computer system. Our aim is to maintain full and accurate records of the care we provide for you and keep this information confidential and secure.

Records may contain information such as:

- Your name, address, date of birth and a person to contact in an emergency
- Details of clinic visits
- Notes or reports about your health details and treatment or care, including test results such as x-rays and blood tests
- Relevant information from people who care for you, such as health professionals, relatives and carers.

How we use the information

Healthcare professionals involved in your care need accurate information about you in order to assess your health and deliver your care. This information is also required to:

- Audit the type and quality of care you have received and require in the future. It is also required to ensure information is available if you need to be referred to another health professional or another part of the NHS.

- Support clinic and treatment appointments by sending you appointment reminders
- Ensure your concerns can be properly investigated if you are unhappy with the care you have received.

Who has access to your information

Doctors, nurses and other healthcare professionals may need access to your information to treat you. However, this is on a strict need to know basis.

There may be times when receptionists or secretaries also need limited access to carry out administrative tasks, such as booking appointments and typing letters.

Staff employed by or working in NHS organisations have a duty to keep your information secure and confidential. All Trust staff must complete annual Information Governance training.

The NHS has a confidentiality and information sharing code of conduct which all staff must follow. You can see a copy of this on the Department of Health website using the following link:

<https://www.gov.uk/government/publications/confidentiality-nhs-code-of-practice>

Who we share your information with

There are times when it is appropriate for us to share information about you and your healthcare with others. We may share your information with the following main partners:

- NHS Trusts and care providers
- General Practitioners
- Department of Health, NHS England

If you are receiving care from other people as well as the NHS, such as Social Services, we may need to share relevant information to help us work together for your benefit.

We will not disclose your information to third parties without your permission unless there are exceptional circumstances, such as if the health and safety of another person is at risk or where the law requires information to be passed on.

How your information may be used

Your information may also be used to help us:

- Look after the health of the general public
- Review the care we provide to ensure it is of the highest standard
- Audit NHS accounts and services
- Arrange payment for the person who treats you
- Prepare statistics on NHS performance
- Investigate incidents, complaints or legal claims
- Conduct health research and development
- Make sure our services can meet patient needs in the future
- Teach and train healthcare professionals.