

Patient Privacy Notice

How we manage and protect information about you

Bridgewater Community Healthcare NHS Foundation Trust collects information about you to help us give you the best possible care.

Our aim is to maintain full and accurate records of the care we provide for you and keep this information confidential and secure.

This section is about data protection, confidentiality and information security. It also tells you how you can access information relating to your healthcare.

What information do we collect?

We collect personal information about you such as your name, address, GP and contact details alongside any health related information required for the delivery of health care services. This will enable us to provide the appropriate care and treatment that you need. We also collect information to help our equality and diversity monitoring.

This information may be recorded in writing (i.e. in your medical notes), or electronically on a computer, or a mixture of both.

When you arrive for an appointment, staff may check your details with you to ensure that our records are accurate. To assist with this, it is important that you notify us of any changes to your personal details (e.g. address, contact number, next of kin).

How do we use the information we collect to help you?

We may use the information we collect to help us provide services to you in the following ways;

- Healthcare professionals involved in your care need accurate information about you to assess your health and deliver the care you need
- To ensure information is available if you need to be referred to another health professional or another part of the NHS
- To assess the type and quality of care you have received and require in the future
- To support clinic and treatment appointments by sending you electronic and or paper based appointment reminders
- To ensure your concerns can be properly investigated if you are unhappy with the care you have received

How else could your information 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

Do we share information about you with anyone?

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:

- GPs
- Health Authorities
- NHS Trusts
- NHS England

If you are receiving care from other people (such as Social Services) as well as the NHS, we may also 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 the health and safety of another person is at risk or where the law requires information to be passed on.

Occasions when we must pass on information include:

- Registering births or deaths
- reporting some infectious diseases
- To help prevent, detect or prosecute serious crime
- If a court orders us to do so
- When you have expressly agreed – e.g. for an insurance medical, subject access request.

In all cases where we must pass on information, we will only share the minimum amount of information required and where possible data will be anonymised (i.e. does not identify you personally). Anyone who receives information from us also has a legal duty to keep it confidential.

We will always try and obtain your consent wherever possible and inform you if your information is to be shared.

We will only give information to your relatives, friends and carers if you want us to and have given your permission.

The information collected about you when you use these services can also be used and provided to other organisations for purposes beyond your individual care, for instance to help with:

- improving the quality and standards of care provided
- Research into the development of new treatments
- preventing illness and diseases
- monitoring safety
- planning services

This may only take place when there is a clear legal basis to use this information. All these uses help to provide better health and care for you, your family and future generations. Confidential patient information about your health and care is **only used** like this where allowed by law.

Most of the time, anonymised data is used for research and planning so that you cannot be identified in which case your confidential patient information isn't needed.

National Data Opt Out Program

The information collected about you when you use our services can also be used and provided to other organisations for purposes beyond your individual care, for instance to help with:

- improving the quality and standards of care provided
- Research into the development of new treatments
- preventing illness and diseases
- monitoring safety
- planning services

This may only take place when there is a clear legal basis to use this information. All these uses help to provide better health and care for you, your family and future generations. Confidential patient information about your health and care is **only used** like this where allowed by law.

You have a choice about whether you want your confidential patient information to be used in this way. If you are happy with this use of information you do not need to do anything. If you do choose to opt out your confidential patient information will still be used to support your individual care. To find out more or to register your choice to opt out, please visit www.nhs.uk/your-nhs-data-matters.

On this web page you will:

- See what is meant by confidential patient information
- Find examples of when confidential patient information is used for individual care and examples of when it is used for purposes beyond individual care
- Find out more about the benefits of sharing data
- Understand more about who uses the data
- Find out how your data is protected
- Be able to access the system to view, set or change your opt-out setting

- Find the contact telephone number if you want to know any more or to set/change your opt-out by phone
- See the situations where the opt-out will not apply

You can also find out more about how patient information is used at:

<https://www.hra.nhs.uk/information-about-patients/> (which covers health and care research); [and https://understandingpatientdata.org.uk/what-you-need-know](https://understandingpatientdata.org.uk/what-you-need-know) (which covers how and why patient information is used, the safeguards and how decisions are made)

You can change your mind about your choice at any time.

Data being used or shared for purposes beyond individual care does not include your data being shared with insurance companies or used for marketing purposes and data would only be used in this way with your specific agreement.

Health and care organisations have until April 2020 to put systems and processes in place so they can be compliant with the national data opt-out and apply your choice to any confidential patient information they use or share for purposes beyond your individual care. Our organisation is currently compliant with the national data opt-out policy.

How we keep your information confidential

We protect your information in the following ways:

Training - Staff are trained to understand their duty of confidentiality and their responsibilities regarding the security of patient information both on our premises and when out in the community.

Access controls - Any member of staff being given access to national systems holding patient information will need a special access card called a smartcard, along with a username and password. Many of our local systems also require smartcard access.

Audit trails - We keep a record in the newer electronic record systems of anyone who has accessed a health record or added notes to it. Some of the older computer systems only record who has amended a record.

Investigation - If you believe your information is being viewed inappropriately we will investigate and report our findings to you. If we find that someone has deliberately accessed records about you without permission or good reason, we will tell you and take action. This can include disciplinary action, or bringing criminal charges.

Records Management - All healthcare records are stored confidentially in secure locations.

Legislation - There are laws in place to protect your information, including the General Data Protection Regulation, which replaces the Data Protection Act 2018 and the Human Rights Act 1998.

Caldicott Guardian - Within each NHS organisation there is a designated person named the Caldicott Guardian whose responsibility it is to ensure that these laws are upheld. You have the right to contact the Caldicott Guardian or the Information Commissioner's Office if you feel that there has been a breach of your confidentiality.

Data Protection Officer (DPO) - The DPO has responsibility for Bridgewater Community Healthcare NHS Foundation Trust is compliant with GDPR. Provide advice and guidance to the Trust and its employees on the requirements of the GDPR and monitor the Trusts compliance. DPOs should also take responsibility for carrying out data audits and oversee the implementation of compliance tools. You have the right to contact the DPO or the Information Commissioner's Office if you feel that there The Trust is not complying with GDPR.

The Caldicott Guardian for Bridgewater Community Healthcare NHS Foundation Trust:
Lynne Carter - Chief Nurse/Chief Operating Officer
Please contact:

Bridgewater Community Healthcare NHS Foundation Trust
Europa Boulevard,
Westbrook,
Warrington,
WA5 7TY
Tel - 0844 264 3614
enquiries@bridgewater.nhs.uk

Data Protection Officer (DPO) for Bridgewater Community Healthcare NHS Foundation Trust is:
Jan McCartney – Trust Secretary

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Can you see the information we collect about you?

If you are concerned about how your health information is used you can speak to the healthcare professional involved in your care.

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.

You have the right to apply for access to the information we hold about you, whether it is stored electronically or on paper.

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

Where you agree, this access right may be met by enabling you to view the record without obtaining a copy.

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 having viewed your records, if you believe any information is inaccurate or incorrect, please inform us of this in writing.

If you would like to see the information we hold about you please visit our [Access to Healthcare records](#) page.