

Who are our partner organisations?

Our principal partner organisations, with which information may be shared, are:

- Commissioners
- NHS Trusts
- General Practitioners (GPs)
- Ambulance services
- Commercial third parties and charitable organisations who may have been awarded a contract to deliver NHS or other health and social care services.

If it is necessary to share your information with other agencies, it will be subject to strict controls and data sharing agreements describing how your information may be used.

What can I do ?

Wye Valley NHS Trust is under a legal obligation to ensure that your information is accurate and up to date. In order for us to do this, please advise us of any updates to your personal information when attending the hospital or other Wye Valley NHS Trust departments i.e. outpatient appointments.

You are allowed to say if you do not want your information to be used in the ways that are outlined in this leaflet. If you wish to do so then please contact the Information Governance Team via telephone on 01432 262077 or via email at:

informationgovernance@wvt.nhs.uk

This right may be overridden where there are exceptional circumstances, such as when the health or safety of others is at risk or where the law requires information to be shared.

How Can I Access My Health Records?

You can access your health records by submitting a subject access request. This can be done by sending a letter to: Subject Access Team, County Hospital, Hereford, HR1 2ER or by sending an email to: subjectaccess@wvt.nhs.uk

Please note that a charge of up to £50 will apply, except in particular circumstances. In some instances your right to view all of your records may be limited e.g. if relating to a third party. If these conditions apply, an explanation will be provided to you.

Where can I find out more information?

If you require any assistance or further information on the contents of this leaflet, please contact the Information Governance Team on 01432 262077 or email:

informationgovernance@wvt.nhs.uk

You can also contact the Information Commissioners Office for more guidance on the Data Protection Act at <https://ico.org.uk/>

If you are not happy with the way that your information has been handled, you can speak to our Patient Experience Team on 01432 372986, or email us using either:

making.experiencescount@wvt.nhs.uk
or pals@wvt.nhs.uk



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Your Information: What you need to know

**This leaflet explains why
information about you is
collected, how we keep it secure
and confidential, how your
information may be used and
how you may gain access to your
own records.**

Why do we collect information about you?

Your doctor and other health professionals caring for you keep records about your health and your treatment.

These records help ensure that you receive the best possible care. They may be written down (manual records), or held on a computer.

The records may include:

- Basic details about you, such as name, address, date of birth, NHS number, GP and next of kin
- Contacts we have had with you, such as clinic visits or hospital admissions
- Notes and reports about your health and any treatment and care you need
- The treatment and care you receive
- Results of investigations, such as x-rays, scans and laboratory tests
- Relevant information from other health professionals, relatives or those dealing with your care
- Equality monitoring information which the Trust is required to collect by law
- Any other information that may be relevant to your care

How do we use your information?

Your records are used to guide and administer the care you receive to ensure that:

- Your doctor, nurse or any other healthcare professional involved in your care has accurate and up-to-date information to assess your health and decide what care you need
- We can contact you for health checks (for example, immunisation, cervical smears or breast screening)
- Full information is available should you see another doctor, or be referred to a specialist or another part of the NHS

- There is a good basis for assessing the type and quality of care you have received
- Your concerns can be properly investigated if you need to complain
- Your best interests are safeguarded

Your information may also be used to help us:

- Look after the health, safety and needs of the general public and support health protection and public safety
- Inform other health and social care services about your health to provide an integrated approach, to improve your experience and ensure we deliver your care efficiently
- Audit our NHS accounts and services (sometimes done by internal auditors but also by the Trust's regulators acting only with their legal powers)
- Implement improvements to the services we provide
- Investigate complaints, legal claims or untoward incidents
- Prepare statistics on NHS performance
- Review the care we provide to ensure that it is of the highest standard
- Teach and train healthcare professionals
- Conduct health research and health improvements
- Plan healthcare services to ensure they will meet patient needs in the future

In each of the instances above we would always require a clear legal basis for any secondary use of your records.

This relates to use of your records for any other reason other than direct care.

All secondary activities are documented and approved by the organisation's Caldicott Guardian to ensure your rights and freedoms are always protected and that any processing of your personal data is compliant with the Data Protection Act 1998.

How do we keep your information secure?

Everyone working for the NHS has a legal duty to keep information about you confidential and secure.

The use of information is strictly controlled and used by us in accordance with the Data Protection Act 1998, the Human Rights Act 1998, the common law duty of confidence, the NHS Confidentiality Code of Practice, the NHS Records Management Code of Practice and the NHS Information Security Code of Practice.

Electronic data is transferred either via internal secure networks or by encrypted file transfer methods.

We will not disclose your information to third parties without your permission unless there are exceptional circumstances, such as when the health or safety of others is at risk or where the law requires it.

You may be receiving care from other people as well as the NHS i.e. Social Services. We may need to share information about you so we can work together for your benefit. We will only ever use information about you if others involved in your care have a genuine need for it, and following assurances that the same safeguards on confidentiality and security are in place.

Anyone who receives information from us is also under a legal duty to keep it confidential and secure.

We are required by law to report certain information to the appropriate authorities. This is only provided after formal permission has been given by a qualified health professional.

Occasions when we must pass on information include:

- Notification of new births
- Where we encounter infectious diseases which may endanger the safety of others, such as meningitis or measles (but not HIV/AIDS)
- Where a formal court order has been issued
- Other statutory basis to enable government functions to fulfil their legal obligations to the public

Our guiding principle is that we hold and use your records in strict confidence.