

The Rycote Practice

Your Records and Your Confidentiality

Why we ask for information about you, what we do
with
it and how we share it

At The Rycote Practice we collect and hold information about you to enable us to give you the correct care and treatment.

As a patient at here, you will be giving us information about yourself and your conditions which could be of a sensitive nature. We need to collect and record that information to help us provide you with the best care.

The purpose of this leaflet is to tell you how The Rycote Practice processes information about you in accordance with the Data Protection Act 1998. It tells you:

- why we collect information about you
- how your records are used
- when we might share information about you
- your rights

Why we collect information about you

We aim to provide you with the highest quality of health care. To do this we must keep records about you, your health and the care we have provided or plan to provide to you.

These records may include:

- basic details about you, such as address, date of birth, next of kin
- contact we have had with you such as appointments and home visits
- notes and reports about your health
- details and records about your treatment and care
- results of investigations such as x-rays and laboratory test results
- relevant information from people who care for you and know you well, such as health professionals and relatives

Where is the information kept?

Some information is kept in written records and some is kept on computer records. Sometimes information is kept both ways. All computers are password controlled. All paper records are stored in secure areas. All personal information either on computers or in written records is protected by the Data Protection Act 1998.

The Data Protection Act 1998 requires every organisation that processes personal information to register as a Data Controller with the Information Commissioner's Office (ICO), unless they are exempt. We are registered with the ICO under registration reference Z6251825.

How your records are used

We use your records to:

- help make sure your treatment is safe and effective, and the advice we provide is appropriate and relevant to you
- work effectively with others who are providing you with treatment or advice
- properly investigate your concerns if you raise a complaint

We have a duty to:

- maintain full and accurate records of the care we provide to you
- ensure all involved in your care know about you and your condition
- keep records about you accurate, confidential and secure
- provide information in a format that is accessible to you (for example in large type if you are partially sighted)

When we might share information about you

Members of The Rycote Practice looking after you may share your personal health information with each other. Staff may include:

- healthcare professionals (such as our doctors and nurses)
- healthcare students in training
- administrative support staff
- members of our reception team

Everyone working in the NHS has a legal duty to keep information about you confidential.

In accordance with NHS guidance, we have a Caldicott Guardian who is responsible for protecting the confidentiality of patient information and enabling appropriate information sharing. At the current time the Caldicott Guardian is Dr Faller.

As healthcare professionals, we take confidentiality very seriously. We have policies and procedures in place to make sure information about you is managed carefully.

Who might we share information about you with?

We may share information about you with the following organisations for the purposes of delivering your care:

- NHS Care Providers – in particular hospitals or treatment centres that we refer you to for treatment, assistance or advice
- other providers involved in your care – such as private sector providers, ambulance trusts, care homes and care agencies.

In these cases we will **assume** you are happy for staff to share information about you, unless you specifically request us not to do so.

Information about you will only be shared outside of the NHS after asking your permission. Examples of organisations we may share your information with **with your consent** include

- social services
- education services
- local authorities
- voluntary sector providers

We may also share your information **with your consent** with others that need to use records about you to:

- check the quality of treatment or advice we have given
- protect the health of the general public
- manage the health service
- help investigate any concerns or complaints you or your family have about your health care

Rarely, there may be times when we need to share your information **without your consent**, for example:

- where there is a risk of harm to you or other people
- where we believe that the reasons for sharing are so important that they
- override our obligation of confidentiality (for example, to support the investigation and prosecution of offenders or to prevent serious crime)
- where we have been instructed to do so by a Court
- where we are legally required to do so
- to control infectious diseases such as meningitis, tuberculosis (TB) or measles
- if you are subject to the Mental Health Act (1983), there are circumstances in which your 'nearest relative' must receive information even if you object

In these circumstances our Caldicott Guardian will be involved in any decisions about giving out information.

Your rights

You have the right to confidentiality under the Data Protection Act 1998 (DPA), the Human Rights Act 1998 and the common law duty of confidentiality (the Equality Act 2010 may also apply).

You have the right to know what information we hold about you, what we use it for and if the information is to be shared, who it will be shared with.

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

Access covers:

- the right to obtain a copy of your record in permanent form
- the right to have the information provided to you explained where necessary (for example, abbreviations that you do not understand)

If you would like to find out more about how you can access the records we hold about you, please contact your GP in the first instance.

If you do not wish personal data that we hold about you to be used or shared in the way that is described in this leaflet, please discuss the matter with us.

You have the right to object, but this may affect our ability to provide you with care or advice.

If you are concerned about the content of your medical record (for example on the basis of seeing a summary when you were referred to hospital) then please make an appointment with your usual GP to discuss your concerns.

Further Information

If you wish to know more about how we use and handle data we hold about you, please contact your usual GP or our practice manager. Our **Caldecott Guardian** is **Dr Daniel Faller**.

More information about your records and about the Summary Care Record can be found at

<http://www.nhs.uk/NHSEngland/thenhs/records/healthrecords/Pages/overview.aspx>