

Are your records kept confidential and secure?

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

Both your electronic and paper records are kept secure at all times to the standard required by the Department of Health and access to these records is on a need to know basis. The Trust has a number of processes to ensure that your records are not accessed inappropriately.

GDPR, your rights and knowing how your data is used

Your personal data is collected and stored according to the Data Protection Act 2018 and General Data Protection Regulations.

You have a right to know how and why we collect, use and share your information.

In some instances, you can object to your personal data being used, corrected, erased and moved to another service provider.

Why do we need your information?

We need it to ensure that:

- You receive the best possible care.
- Doctors, Nurses or other healthcare professionals involved in your care have accurate information to assess your health and future care needs.
- 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.
- Staff records are kept up to date.

What information do we keep about you?

The information we hold may include:

- Basic details, such as your name, address, contact number and next of kin, and GP.
- Contacts we have with you, e.g., clinic visits.
- Notes and reports about your health and any treatment or care you needed.
- Results of X-rays and laboratory tests
- Information from other health professionals, relatives or those who care for you.
- Employment records for members of staff

All records have a retention period and will be managed in line with the Trust's Data Retention and Disposal policy.

How do we use your records to help the NHS?

Your health information may also be used to help us:

- Review the care we provide to ensure it is of the highest standard through audits and patient satisfaction surveys.
- Make sure our services meet patient's needs in the future.
- Teach/train healthcare professionals.
- Conduct research and development.
- Investigate complaints, legal claims and untoward incidents.
- Prepare statistics on NHS performance.
- Plan your integrated care with other agencies.
- Manage our workforce.

Where it is not possible to use anonymised information, patient identifiable information may be used for essential NHS purposes and other relevant agencies. **This will only be done with your consent** unless the law requires it to be passed on to improve public health or safety, e.g., to other NHS Trusts or to The Department of Health.

We may need to share information to work together for your benefit. We will only ever use or pass on your information if others involved in your care have a genuine need for it. We will not disclose your information without your permission unless there are exceptional circumstances, or you have not objected to your personal information being shared with relevant agencies.

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

We are required by law to report certain information to the appropriate authorities but only after formal permission has been given by a qualified health professional, including:

- Notification of new births
- When we encounter infectious diseases which may endanger the safety of others (e.g. Covid19)
- Where a court order has been issued

If you are a member of staff we must also keep your employment records up to date.

How do we ensure your information is accurate?

We have a duty to ensure your information is accurate and up to date, to make certain we have the correct contact and treatment details about you.

You can help us by:

- Pointing out any information in your records which is wrong.
- Allowing us to share as much information about you as we need to provide you with healthcare.
- At some time, we might ask your permission to use records from which you could be identified for important research. Please give us permission unless you feel strongly that you do not

want your information to be used in this way.

How can you change your details?

If you change your name, address or telephone number, always notify your GP or health professional so that they can make the necessary updates to your health records.

How can you access your records (SARs and DSARS)?

The Data Protection Regulation and Laws allow you to request what information we hold about you and this includes your health records.

To access your health records, write to:
**Patient Access Coordinator, Health Records Department, Francis Centre
20-28 Francis Way, Norwich NR5 9JA.**

We will then send you full details on how to proceed.

To access your staff record or any data subject request, including emails contact:
Info.gov@nnuh.nhs.uk

The application to access your records can be made by you, a person authorised by you in writing, or a person appointed by a court to manage your affairs.

Further Information

For more about how we use your information or to request a copy of this leaflet in Braille, large print or another language, please contact the **Patient**

Advice and Liaison Service (PALS):
01603 289036 Monday to Friday.



Your information Your rights



What you need to know

This leaflet explains why we collect information about you, the ways in which the information may be used, and your rights in relation to this information. You can also visit our website at

<http://www.nnuh.nhs.uk>

