

How we use your information

Patient Information Leaflet

Introduction

This leaflet explains why information is collected about you and the ways in which this information may be used by The Dudley Group NHS Foundation Trust.

Why do you collect information about me?

The Trust collects, holds and shares your information to care for your physical health, your mental health and your spiritual health and wellbeing.

Your information may be held in paper records or held on a computer. The records may include:

- Basic details about you such as name, address, date of birth, NHS number and next of kin.
- Contacts we have had with you, such as clinic visits.
- Records about the treatment and care you need.
- Results of investigations, such as X-rays and laboratory tests.
- Your religion, faith, belief.
- Relevant information from other health professionals, relatives or carers.

How are my records used?

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

- Your doctor, nurse or any other professionals involved in your care have accurate and up-to-date information to assess your health and wellbeing and decide what care you need when you visit in the future.
- Information is available about you should you need to see another doctor or be referred to a specialist or another part of the NHS or another provider of care for which the Trust has a sharing agreement in place.

Your information may also be used to help us:

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

Some of this information will be held centrally but, where this is used for other purposes, care is taken to ensure that individual patients cannot be identified.

Anonymous information may also be passed to organisations with a legitimate interest such as:

- Universities
- Research institutions

Personally identifiable information may be used for essential NHS purposes such as research and auditing services. This will only be done with your consent unless the law requires information to be passed on to improve public health.

How do you keep my records confidential?

You may be receiving care from several organisations including NHS, social services and voluntary organisations.

- We may need to share your information so we can all work together for your benefit.
- We will only ever use or pass on information about you if professionals involved in your care have a genuine need for it.

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 vulnerable patients is at risk, the health and safety of others is at risk or where the law requires information to be passed on.

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

The law requires us to report certain information to the appropriate authorities. This includes:

- Notification of new births
- Where we encounter diseases which may endanger the safety of others, such as meningitis or measles etc.
- Where a formal court order has been issued

Who are your partner organisations?

The principal partner organisations with which information may be shared are:

- NHS Trusts
- General practitioners (GPs)
- Ambulance services
- Clinical Commissioning Group (CCG)

Subject to strict agreements describing how it will be used, your information may also be shared with:

- Social services
- Education services
- Local authorities
- Private sector providers
- Crime reduction initiatives (CRI)
- Safeguarding teams
- Dudley MBC Community and Housing Services

How do I access my health records?

The Data Protection Act 1998 allows you to find out what information is held about you on computer and in certain manual records. This is known as the 'right of subject access'. If you wish to see or receive a copy of your records, you will need to make a written request to the:

The Access to Health Records Team
Health Records Department
Russells Hall Hospital
Dudley
West Midlands
DY1 2HQ

Please include the full name, address and details of the records that you wish to receive a copy of. If you are requesting records for someone other than yourself, you will be required to provide written consent from that person. In certain circumstances, your right to see some details in your health records may be limited in your own interest or for other reasons.

Currently a charge can be made for providing copy health records.

This leaflet can be made available in large print, audio version and in other languages, please call 0800 073 0510.

للحصول على هذه النشرة بحجم أكبر، وعلى شكل إصدار صوتي و بلغات أخرى، الرجاء الاتصال بالرقم 08000730510.

此宣传单可提供大字版本、音频版本和其它语言版本，请拨打电话：0800 073 0510。

Ulotka dostępna jest również w dużym druku, wersji audio lub w innym języku. W tym celu zadzwoń pod numer 0800 073 0510.

ਇਹ ਪਰਚਾ ਵੱਡੇ ਅੱਖਰਾਂ, ਬੋਲ ਕੇ ਰੀਕਾਰਡ ਕੀਤਾ ਹੋਇਆ ਅਤੇ ਦੂਸਰੀਆਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਵੀ ਪ੍ਰਾਪਤ ਹੋ ਸਕਦਾ ਹੈ, 0800 073 0510 ਤੇ ਫੋਨ ਕਰੋ ਜੀ।

Aceasta broșura poate fi pusă la dispoziție tipărită cu caractere mari, versiune audio sau în alte limbi, pentru acest lucru vă rugăm sunați la 0800 073 0510.

یہ کتابچہ آپ کو بڑے حروف کی لکھائی، سمعی صورت اور دیگر زبانوں میں مہیا کیا جا سکتا ہے۔ برائے مہربانی فون نمبر 08000730510 پر رابطہ کریں۔