

## How we use your Personal Information

### Why do we collect information about you?

Your Doctor and the team of health professionals caring for you keep records about your health, any treatment and care you receive from the NHS. These records help to ensure that you receive the best possible care. They may be written down in paper records or stored electronically on a computer. These records may include:

- Personal details such as name, address, date of birth and legal representative etc
- Contact we have with you such as outpatient clinic visits
- Notes and reports about your health
- Details and records about your treatment and care
- Results of x-rays, laboratory tests and any other tests
- Relevant information from people who care for you and know you well such as health professional and relatives

It is essential that we have your correct details to ensure the appropriate care and treatment is provided to you. Always check that your personal details are correct when you visit us.

**Please inform us if any of your personal details change as soon as possible. Knowing your NHS number will also help us to identify you.**

Your information will be held centrally to be used for statistical purposes. In these instances, we take strict confidential measures to ensure that individual patients cannot be identified. For essential NHS purposes such as audit and teaching we use anonymous information when possible. This means using information without your name or any identifying features.

### The NHS Care Record Guarantee

The Care Record Guarantee is our commitment that we will use records about you in ways that respect your rights and promote your health and wellbeing.

### Copies of the Care Record Guarantee can be obtained from:

National Information Governance Board  
7th Floor, New King's Beam House  
22 Upper Ground  
London SE1 9BW

Or from [www.nigb.nhs.uk/guarantee/crs\\_guarantee.pdf](http://www.nigb.nhs.uk/guarantee/crs_guarantee.pdf)

### How your personal information is used

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

- Your Doctor, nurse or other health professional involved in your care have accurate and up-to-date information to assess the care that you need.
- There is a good information base for health professionals to assess the type and quality of care you have received.
- Your concerns can be properly investigated if a complaint is raised
- Appropriate information is available if you see another Doctor, are referred to a specialist or another part of the NHS.

### If we need to share your personal information

Everyone working for the NHS has a legal duty and obligation to keep information about you confidential and secure. You may be receiving care from other people as well as the NHS (e.g. Social Services). We may need to share information about you with them so we can all work together for your benefit. We will only ever pass information about you if:

- They have a genuine need for it such as where there is a danger or harm to a child or vulnerable adult or to aid the prevention and detection of serious crime.

- There is a court order.
- We have your consent.

We will not disclose your information to a third party without your consent unless there are exceptional circumstances, such as when the health and safety of others is at risk or if the law requires us to pass on information. Anyone who receives information from us has a legal duty to keep it confidential and secure at all times.

### **Who might we share personal information with?**

We may share information with the following partner organisations:

- Department of Health and other NHS bodies such as Primary Care Trust's (PCT's)  
Other NHS Trusts that are involved in your care such as other hospitals.
- General Practitioners (GP's)
- Ambulance Services.

We may also share your information, subject to strict agreement about how it will be used and with your consent, with:

- Adult Services
- Children and Young People's Services
- Social Care Services
- Local Authorities
- Voluntary Sector Providers working with the NHS
- Private Sector Providers working with the NHS
- National Patient Safety Agency (NPSA)

### **Your NHS Number, Keep it Safe.**

Every person registered with the NHS in England and Wales has their own unique NHS Number. Using the NHS Number identifies you correctly and is an important step towards improving the safety of your healthcare. Always bring your NHS number with you to all appointments or quote it if you need to telephone the practice for any enquires. This will allow staff to check that they have the right patient details by checking this against your NHS number.

If you do not know your NHS number, contact your GP or local Primary Care Trust. You may be asked for proof of identity (a passport or other form of identity). This is to protect your privacy.

### **Data Protection**

The Practice will endeavour to ensure that your information remains secure and confidential at all times. The Data Protection Act 1998 explains how personal information should be processed and this applies to all information whether held on paper or electronically on computer systems. We must ensure that all personal information is processed fairly, lawfully and as transparently as possible.

### **Patient Relations**

We will do our best to help you to resolve any concerns you may have about the care you received. If you have a concern, the best way to get it resolved is usually to tell someone there and then. In surgery, talk to the Doctor, nurse or receptionist on duty. If you want to talk to a senior manager or to someone who has not been directly involved in your care and treatment, we can usually arrange this during practice hours. If you wish to make a formal complaint you can write to:

Mr R Allen  
Business Manager  
Abbey Medical Practice  
Evesham Health Centre  
Abbey Lane  
Evesham  
Worcestershire WR11 4BS