

Your rights

If you have any concerns on how your information is used by the Practice that does not relate directly to your treatment, please let the staff involved with your healthcare know.

What you can do to help us

Always ensure that you inform the Practice when your information changes like your address, telephone number, next of kin/emergency contact details. If you do not understand who we are sharing your information with, please do not hesitate to ask the person providing your care

You have the right to obtain a copy of the information the Practice holds about you. To obtain a copy, please write to the Information Governance Lead.

The Practice is required to provide you with a copy of your information within 40 working days. The Practice has the right to charge for providing a copy of your information. Upon your application, these charges will be explained to you.

Who to contact if you need more information

For further information on how to obtain a copy of your information, please contact

**Information Governance Lead
Queenswood Medical Practice
151 Park Road
London N8 8JD**



Health Records, Data Protection and Confidentiality

What are health records?

Health records are a patient's record of all their appointments and treatment received at any of our hospitals.

How your records are used to help you

Your health record is used by the doctor, nurse or any other healthcare professional to plan your care and treatment. Information held in your record will only be shared with staff in other organisations if they are directly involved with your care and treatment e.g. your GP, Social Services, community nurses and therapy staff.

Why NHS England collects information about you

Doctors, nurses and other health professionals who treat you will keep records about your health, your treatment and care. These records, known as health records or case notes are kept in both paper and computer (electronic) formats. Your health record may contain:

- Your personal information e.g. name, address, next of kin, ethnic origin
- Contact we have had with you e.g. clinic visits, operations
- Results of investigations e.g. X-rays, blood tests
- Letters relating to your care e.g. letter to your GP, Social Services

Confidentiality

Your health record is kept confidential at all times and is only shared with staff so that they can effectively undertake their job. All Practice staff are bound by strict professional and contractual codes of confidentiality. Wherever possible, information is anonymised so that individual patients can not be identified.

How your records are used by the NHS

Information about your care and treatment is used by the Trust in the following ways:

- **Complaints**
Should you make a complaint the Trust will use your information to investigate this. All information/letters concerning your complaint will not be kept in your health record. Please use the 'Tell Us' feedback forms which can be found around the hospitals or speak to a healthcare professional to raise any issues.
- **Clinical audit**
The Trust uses health records to monitor all healthcare professionals to ensure that they are constantly providing high standards of care/treatment.
- **Teaching and Training**
Your health record could be used to teach and train new and existing staff employed by other NHS organisations.

- **Management planning**

Information is used by managers to monitor the it's performance e.g. number of patients attending an outpatient clinic. Anonymised information can also provided to private companies to predict patterns/trends in patient attendance to assist the NHS to plan future treatment.

- **Payment of services**

The Practice provides information to other NHS Organisations such as NHS England and CCG's to receive payment for treatment provided.

- **Administration of Services**

The administration of your care may be undertaken on behalf of the NHS by third party companies. These companies are bound by very strict confidential agreements.

- **NHS Regulatory Bodies**

The Practice is under a duty to protect the public funds its administers, and to this end may use the information provided by patients for the prevention and detection of fraud. It may also share this information with other bodies responsible for auditing or administering public funds for these purposes.

- **Support/Promotion of Practice services** The Practice may use information provided by a patient e.g. name, address and next of kin information to inform the patient and where applicable their carer/next of kin of additional services and future plans of the Practice.