

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.

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.

If you are involved with a research project or your information is used for non-medical purposes, you will be asked for consent before the information is used.

Under the Civil Contingencies Act 2004, the Practice may be asked to provide information to other agencies in order to assist with the management of major incidents.

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:

Lancashire Care NHS Foundation Trust
Sceptre Point, Sceptre Way, Walton Summit
Preston PR5 6AW. Tel: 01772 695300
Email: communications@lancashirecare.nhs.uk

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 a 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 a 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 Clinical Commissioning Group (CCG).
- Other NHS Trusts that are involved in your care such as other hospitals.
- General Practitioners (GPs).
- Ambulance Services.

We may also share 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.
- National Patient Safety Agency (NPSA).
- CQC Inspectors.