

How your personal information might be used to improve the NHS

Your information may be used to help us in the following ways:

- To help protect the health of the public.
- To help us manage the NHS, by being used to:
 - Make sure our services can meet patients' needs.
 - Book appointments for your ongoing care and treatment.
 - Review and audit the care we provide to ensure it is of the highest standards.
 - Prepare statistics on NHS performance.
 - Investigate complaints.
 - With CQC Inspectors (as part of inspection process).

The following will be with your consent:

- To help in health research and development.
- To help teach healthcare professionals.

Research

Research is undertaken to add to the existing scientific knowledge on a particular subject. It is possible that during the course of your treatment you may be asked to take part in a research study, however you do have the right to refuse, and this will not affect the care that you receive.

Your NHS Number, Keep It Safe

Every person registered with the NHS in England and Wales has their own unique NHS Number. It is made up Of 10 digits for example 123 456 7890. Everyone needs to use the NHS Number to identify you correctly. It 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 enquiries. This will allow staff to check that they have the right patient details by checking this against your NHS Number. To improve safety always check your NSH Number on correspondence the NHS sends to you.

Ways of finding out your NHS Number

If you do not know your NHS Number contact your GP or local Clinical Commissioning Group. You may be asked for proof of identity, for example 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 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 so you:

- Understand reasons for us processing your personal information.
- Give your consent for the disclosure and use of information where necessary.
- Gain trust in the way that we handle your information.
- Understand your rights regarding the right to request access about the information we hold about you.

The Caldicott Guardian/ Information Governance Lead is **Mrs Johanne Shorrock** and **Dr Claire Rushton**, who is a Senior Health Clinician is the Clinical Information Governance Lead. They have these roles to ensure we meet the highest standards for handling personal information at the practice.

Patient Relations

We will do our best to help you resolve any concerns you may have about the care you received. If you have a concern or there is a problem, **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 office hours.**

If you wish to make a formal complaint you can telephone or write to:

**Mrs Johanne Shorrock, Practice Manager
Roman Road HC, Fishmoor Drive, Blackburn. BB2 3UY
Tel: 01254 282777**