

All you need to know about your health records

Information Governance



Key points



We have a set of rules we must follow when we write down information about you.



We won't give your information to anyone else unless we have to, to keep you safe.



You can ask us to show you the information we keep about you.

This factsheet explains how Solent NHS Trust looks after the information held or kept about you. This is required by the Data Protection Act 1998 (fair processing).

During your treatment we will ask you for personal information that is relevant to your care. This means we can provide the most appropriate care for you. Our staff only have access to the information they need to carry out their duties, otherwise your personal information remains anonymous.

Some of your health information may also be used for teaching, research, audit and administrative purposes but will remain anonymous.

Your health record

We have health records/archive libraries where your health records are kept secure. They are destroyed in accordance with the Department of Health's Records Management Code of Practice.

What information we keep

We keep a record of the information you give us. We make sure the information is recorded accurately. If you are seen by more than one person, it can help with continuity of care. Important steps are taken to keep information about you secure and confidential.

Why we record your ethnicity

We need to collect details of your ethnicity because different racial and cultural backgrounds show a different pattern of disease and have different health needs.

Information technology and security

We have very strict rules about who can and cannot use our computers. We also put restrictions in place as to which records staff can access. Our computers and networks are protected against hackers and unauthorised access. Any information about you that is sent electronically to another healthcare provider or service is sent securely (encrypted). Every time someone accesses your information an audit trail is created.

Who we share with

We believe that good communication with other healthcare professionals involved with your care is beneficial to you and your treatment.

This means that, if appropriate, we might contact other healthcare professionals involved in your care.

If you do not want your information to be shared with them please advise those you are currently receiving treatment from.



Further information

Training our staff

Everyone working for the NHS has a legal duty to keep information about patients/clients confidential.

We train all our staff in information governance, information security, patient confidentiality and records management, to ensure that your information is in safe hands.

Staff contracts of employment are explicit that information about patients must be kept confidential and safe and that any breaches would constitute a disciplinary offence.

Contact Details

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Email:

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Occasionally we need to share information with other organisations (eg other healthcare providers, social services, DVLA, etc). We normally discuss this with you first, but in some instances we are required by law to send them the information they have asked for.

After your treatment we usually write to your GP (family doctor) and/or whoever referred you to us. If you would like a copy of this correspondence then please discuss this with us.

What we share - clinical audit, research and teaching

Anonymous data from your records can also help us with teaching and research. Information from your records helps staff to continually improve their work and ensures that we are providing good and best practice care. No personal details are released as a result of this work.

We may contact you to participate in clinical research. No information will be shared with the researchers until you have given your consent

In order to manage and plan within the NHS we may need to send some of the information we hold about you and your care to the Strategic Health Authority. We may also need to send anonymous data as part of national datasets such as the National Cancer Database.

How this anonymous information is shared and used is strictly controlled. None of it

is used to make any decisions about the treatment or care that you receive from the service caring for you.

We make sure our staff regularly review the patient records to see how well they are doing against agreed standards.

Access your information

You have the right to know what information is held about you. You can make arrangements to see your clinical records by writing to the Information Governance Team. Please note that there is a charge for this service.

The Freedom of Information Act 2000 and EIR Act 2005 gives the public a general right of access to all types of recorded information held by public authorities, with full access granted in January 2005.

However, it is not used to request your personal records. If you wish to request information held by Solent NHS Trust please write to the Freedom of Information Team via email:

freedomofinformation@solent.nhs.uk or via the Information Governance Team

Under the Data Protection Act 1998, we must manage information held about you securely.

Please tell us how you feel about the services we provide.

If you have a compliment, concern or complaint please contact the Patient Advice and Liaison (PALS) and Complaints Services on **0800 013 2319** or Snhs.solentfeedback@nhs.net

Alternatively, visit: www.solent.nhs.uk/contact-us

www.solent.nhs.uk

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