

# Information Governance

## Information for patients/service users/carers and staff



### Key points



We collect and store large amounts of personal data



Measures are taken to keep this confidential



Information will be shared with people caring for you

### Fair Processing Notice

Solent NHS Trust collects stores and uses large amounts of personal data every day.

This information includes medical records, personal records and computerised information. This information is used to be able to provide quality care and treatment.

This leaflet explains the reasonable measures taken to ensure confidentiality and security of personal data.

### Who is responsible?

Everyone responsible for using data has to abide by The Data Protection Act 1998. This legislation outlines that organisations must make sure the information is:

1. Used fairly and lawfully
2. Used for limited, specifically stated purposes
3. Used in a way that is adequate, relevant and not excessive
4. Accurate
5. Kept for no longer than is absolutely necessary
6. Handled accordingly to peoples data protection rights
7. Kept safe and secure
8. Not transferred outside the European Economic Area

without adequate protection.

### Why is information collected?

During any care and treatment that Solent NHS Trust provides, we will collate personal information in order to ensure we can provide efficient and consistent good quality treatment for each of our patients. Examples include:

- Name
- Address
- Date of birth
- Contact Solent NHS Trust has had with the patient such as appointments or clinic
- Next of Kin
- Notes and reports about health, treatment and care
- Relevant information from carers, health professionals and relatives

This information will be shared with relevant health care professionals caring for the patient. Staff will only have access to information that is necessary for them to carry out their duties in providing care.

All staff employed by the NHS has a duty to keep patient information confidential (Code of Confidentiality) and this is



## Key points



Information is only shared with your consent



We can be legally required to share information



Information is kept secure



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supported within Solent NHS Trust's employment contracts. All staff must undertake annual training in Information Governance.

### When is information shared?

Patients may receive care from other organisations, for example Social Care Services, and other NHS Trusts. Solent NHS Trust may need to share information to ensure consistent health care is provided. This is only shared if there is a genuine need to share or we have patient consent to do so.

However, sometimes we are legally required to share information and consent may be overridden. Examples of this include if the patient is at risk themselves or deemed to be putting others at risk, risk of harm to a child, investigation of a serious crime, or if required by a court.

Further information on how and when Solent NHS Trust shares information can be found in the Trust's IG Patient Leaflet, or by contacting the IG Team.

### Access of information

Patients have the right to restrict how and with whom Solent NHS Trust share personally identifiable data. This must be noted explicitly within the patient

record in order that all healthcare professionals and staff treating or involved are aware of the decision. This option may make the provision of treatment or care more difficult or unavailable; however this decision is reversible and can be changed at any time about a disclosure decision.

### How is information stored and secured?

We ensure that your records are stored securely for the minimum period necessary, as set out in the NHS Code of Practice – Records Management.

Information security is of most importance to the Trust and there are processes and policies in place to control access and usage to all information assets. There are a range of technical measures, supported with policy, that ensure all staff are aware of their responsibility to maintain the confidentiality, integrity and availability of all data within the Trust.

All staff agree to confidentiality agreements as part of their contract and are subject to annual training requirements. Dependant on methods of working there are various standard security operating procedures for staff, any breach of these is treated seriously, and could result in disciplinary action.

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](mailto:snhs.solentfeedback@nhs.net)

Alternatively, visit: [www.solent.nhs.uk/contact-us](http://www.solent.nhs.uk/contact-us)

[www.solent.nhs.uk](http://www.solent.nhs.uk)

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