


Private and Confidential 

All you need to know about your records

Information Governance

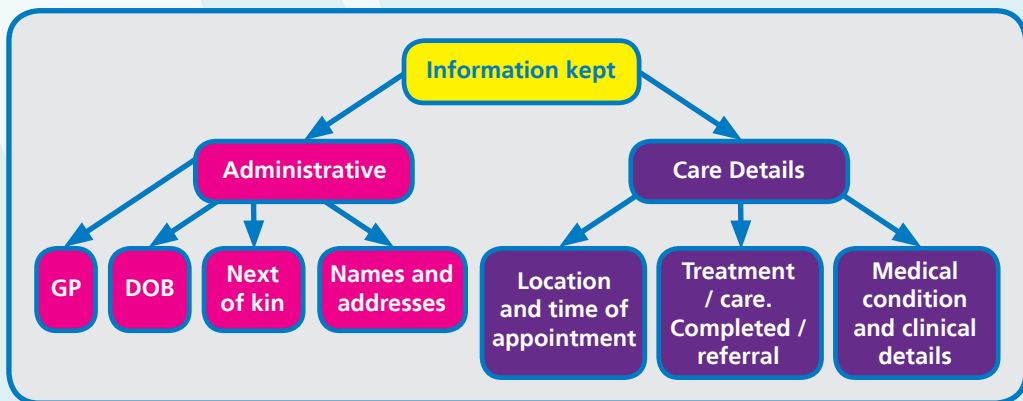
Confidentiality and privacy are very serious issues. This leaflet explains how we deal with information held or kept about you. This is required by the Data Protection Act 1998 (fair processing).

During your treatment we will ask you for personal information that is relevant to your care that allows us to carry out your treatment efficiently. The information will be shared with members of the team caring for you, and some of it may also be used for teaching, research, clinical audit and administrative purposes. Personal information will be anonymised wherever possible. You can be certain that staff only have access to information that is necessary for them to carry out their duties. 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.

Your health record

The Trust has health records/ archive libraries where your health records are kept secure. The destruction of health records is in accordance with the Department of Health's Records Management Code of Practice http://www.dh.gov.uk/en/Publicationsandstatistics/Publications/PublicationsPolicyAndGuidance/DH_4131747

What information we keep





We keep records of the information you give us, ensuring the information is recorded accurately, for future care.

If you are seen in the future or by another person, it can ensure 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 service needs.

Information technology and security

People are rightly concerned about the security of computers and networks. The Trust has very strict rules about who can and can not use computers and restrictions are put in place as to what they 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). All access of information is supported by an audit trail.

What we share

We believe that good communication with other healthcare professional involved with your care is beneficial for you and your treatment. This means that if another healthcare professional or service is involved in your care, it might be appropriate for us to contact them. If you do not want your information to be shared for this purpose please advise the service you are currently receiving treatment from.

There may be occasions when we need to share information with other organisations (e.g. outside healthcare providers, social services, DVLA, DWP, etc.). We will normally discuss this with you first, but in some instances we are required by law to send information to organisations such as the DVLA and DWP.

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 the service you are currently receiving treatment from.

Clinical audit, research and teaching

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

All access to, and use of, this anonymised information is strictly controlled. Information held centrally is not used to make any decisions about the treatment or care that you receive from the service caring for you.



The Trust works hard to ensure that the care you receive is of the highest quality. We mandate staff working within the Trust to periodically review the records of patients to examine their practice and results against agreed explicit standards.

This enables staff to continually improve their practice and ensure that we are providing good and best practice care. No personal details are released as a result of this work.

While always preserving confidentiality, your records can also help us with teaching and research. Any reports or papers resulting from this work will not identify named individuals or contain any information that could lead to your being identified, without your consent.

You maybe contacted by the Trust to participate in clinical research, please note that no information will be shared with the researchers until you have given your consent.



Access your information

You have the right to know what information is held about you and you can make arrangements to access 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. The Act sets out certain obligations on public authorities. 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 (contact details below)





Training Our Staff

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

Solent NHS Trust train all their staff in Information Governance, Information Security, Patient Confidentiality and Records Management, to ensure that your data is in safe hands

Contact Details

Under the Data Protection Act 1998, we must manage information held about you securely. For information please visit: http://www.ico.gov.uk/for_the_public/the_acts.aspx

If you want to know more about this or wish to raise a concern or compliant in connection with Records Management and/or confidentiality, please contact:

Information Governance Team,
Solent NHS Trust, Trust Headquarters,
Western Community Hospital
Campus, William MacLeod Way,
Southampton, SO16 4XE, Tel:
023 8029 6911 Email: soc-pct.
SolentIGTeam@nhs.net

If you do not want certain information recorded on your records please inform your doctor.

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

If you have a compliment, concern or complaint please contact the Patient Experience and Engagement Service on

0800 013 2319 or

soc-pct.schpatientexperience@nhs.uk

Alternatively, visit:

www.solent.nhs.uk/contact-us

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