

# Your information

How we manage your  
personal information



# Welcome

## **This leaflet explains:**

- Why the NHS collects information about you and how it might be used
- How we keep your records confidential
- Why and who we share your information with
- Your right to see your health records.



## What information we collect about you

We want to provide you with the best possible care. To do this we must keep records.

These may include:

- Basic details about you such as address, date of birth, ethnicity, NHS number and next of kin
- Contact we have had with you such as clinical visits
- Notes and reports about your health
- Results of investigations such as laboratory tests and X-rays
- Relevant information including information from people who care for you and know you well, such as health professionals and relatives.

## How and where do we store your information

All information is stored and managed within the requirements of data protection obligations.

Most healthcare records are kept in computer form within secure and approved database systems. These systems meet strict security standards and cannot be accessed by anyone without permission. We continue to keep paper records for some purposes and they are stored securely.

Everyone working for the NHS has a legal and professional duty to maintain the highest level of confidentiality.



## Why do we need your information?

**We need it to make sure that:**

- You receive the safest and most effective care
- Doctors, nurses or other healthcare professionals involved in your care have accurate information to assess your health and future care needs
- Full information is available should you need to be referred to another NHS service or other healthcare provider or should you be unable to speak for yourself if you are ill or unwell
- There is a good basis for assessing the type and quality of care you have received
- Your concerns can be properly investigated if you need to complain.

Also:

- Some administrative staff will need to use information in your records to carry out tasks, such as booking appointments and communicating with you and other parts of the NHS.

## NHS staff who provide care should always:

- Discuss and agree with you what they are going to record about you
- Give you a copy of letters they are writing about you
- Show you what they have recorded about you, if you ask
- Inform you when we share information with other healthcare professionals.



## How do you use my records?

### The health professionals who care for you use your records to:

- Provide a good basis for all healthcare decisions made by you and healthcare professionals
- Make sure your care is safe and effective
- Work effectively with others providing your care.

### We may also need to use records about you to:

- Assess the quality of care you receive
- Help investigate any concerns or complaints you or your family have about your healthcare
- Make sure our services can meet patient needs in the future
- Teach and train health professionals
- Fund, develop and plan our services to you
- Protect the health of the general public.

## Who will see my information and why?

We operate a 'need to know' policy. Your information will only be seen by those who need to see it and they will only be given

access to the information required to provide the best possible care.

If care is provided by other agencies such as social services we will share information with them in as far as it supports your care.

If you are involved with other agencies for non-health reasons we will only share information with your permission. Today, health and social care is delivered by different organisations that work separately.

CNWL works across organisational boundaries to provide the kind of high quality, joined up support that people expect and want and CNWL provides. In London and nationally there are several programmes to make sure that your records are able to be shared among all organisations when they are providing care to you.

If you don't want your records to be shared please discuss this with your clinician.

**We will never share information with your friends, colleagues or neighbours without your consent and we will not pass on information to your family if you do not want us to.**

However, if your welfare is at risk we will share information in order to help you. We will also share relevant information if we are legally required to do so.

Our services are regulated by the Information Commissioner and we are regularly inspected by the Care Quality Commission, who have the responsibility to assess the quality of our services, and as part of that process the CQC may request access to your clinical records.

**Your  
information will  
only be seen  
by those who  
need to see it**

## **What are our responsibilities and your rights?**

We have a responsibility to:

- Safeguard the privacy of your information
- Make sure that your information is as accurate as possible
- Make sure that your information is kept secure.

**You have the right to:**

- Expect your healthcare records to remain confidential to your care providers
- You have a number of legal rights and entitlements such as the right to access your own information on request. Expect us to provide you with access to your own information on request. However, you should be aware that in some cases your right to see some details in your health records may be limited under data protection legislation
- Expect us to correct any facts in your records that are inaccurate
- More information about your rights can be found on the Information Commissioner's website: [www.ico.org.uk](http://www.ico.org.uk)

## How do I get access to my information?

We are happy to give you access to your records. We can provide informal access through your doctor or other practitioner. Just ask to see your recent notes and they will discuss them with you.

If you would like copies of the information then please make a request in writing to the site or service that you attended or if you are not sure who to contact write to our Data protection officer at:

### **Central and North West London NHS Foundation**

Gordon Hospital  
Bloomburg Street  
London  
SW1V 2RH

**Email:** [healthrecords.cnwl@nhs.net](mailto:healthrecords.cnwl@nhs.net)

Please note that there may be a charge to cover some of our administrative costs.

## How do I complain about the contents of my records?

If you think that your current records contain inaccurate information, you should contact the health professional treating you and ask for it to be amended.

If you request to have your records amended, we will attach a statement of your views to your records.

If you are still not happy with the outcome, you can contact the Information Commissioner responsible for protecting information rights and privacy at the following address:

### **Information Commissioners Office Wycliffe House**

Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

**Tel:** 0303 123 1113

This document is also available in other languages, large print, Braille, and audio format upon request. Please email [communications.cnwl@nhs.net](mailto:communications.cnwl@nhs.net)

هذه الوثيقة متاحة أيضاً بلغات أخرى والأحرف الطباعية الكبيرة وبطريقة برايل للمكفوفين وبصيغة سمعية عند الطلب

## Arabic

این مدرک همچنین بنا به درخواست به زبانهای دیگر، در چاپ درشت و در فرمت صوتی موجود است.

## Farsi

এই ডকুমেন্ট অন্য ভাষায়, বড় প্রিন্ট আকারে, ব্রেল এবং অডিও টেপ আকারেও অনুরোধ পাওয়া যায়

## Bengali

Dokumentigaan waxaa xitaa lagu heli karaa luqado kale, daabacad far waa-wayn, farta indhoolaha (Braille) iyo hab dhegaysi ah markii la soo codsado.

## Somali

Mediante solicitação, este documento encontra-se também disponível noutras línguas, num formato de impressão maior, em Braille e em áudio.

## Portuguese

நீங்கள் கேட்டுக்கொண்டால், இந்த ஆவணம் வேறு மொழிகளிலும், பெரிய எழுத்து அச்சிலும் அல்லது ஒலிநாடா வடிவிலும் அளிக்கப்படும்.

## Tamil

Este documento también está disponible y puede solicitarse en otros idiomas, letra grande, braille y formato de audio.

## Spanish

Dokument ten jest na życzenie udostępniany także w innych wersjach językowych, w dużym druku, w alfabecie Braille'a lub w formacie audio.

## Polish

આ દસ્તાવેજ વિનંતી કરવાથી બીજી ભાષાઓ, મોટા છાપેલા અક્ષરો અથવા ઓડિઓ રચનામાં પણ મળી રહેશે.

## Gujarati

Be belge istenirse, başka dillerde, iri harflerle, Braille ile (görme engelliler için) ve ses kasetinde de temin edilebilir.

## Turkish