

HOW WE KEEP YOUR RECORDS CONFIDENTIAL

Everyone in the NHS has a legal duty to keep information about you confidential.

- You may be receiving care from other organisations we may need to share information about you if others have a genuine need for it. We will not disclose your information to third parties without your permission unless there are exceptional circumstances, such as the health and safety of others or the law requires information to be passed on.
- To ensure privacy we will not disclose information over the telephone or fax unless we are sure that we are talking to you. Information will not be disclosed to friends or family without prior written consent.

Anyone who receives information from us is also under a legal duty to keep it confidential. We are, however, required by law to report certain information to the relevant authorities, occasions may include:

- Notification of new births
- Infectious diseases which may endanger others
- Where a formal court order has been issued

PLEASE ASK AT RECEPTION IF YOU
REQUIRE FURTHER INFORMATION.

Coleridge Medical Centre

PATIENT INFORMATION LEAFLET

YOUR INFORMATION

WHAT YOU
NEED TO KNOW

WHY WE COLLECT INFORMATION ABOUT YOU

We need to keep records about you on our computer system or on paper records for your doctor and other health professionals about any care that you receive from the National Health Service. Your doctor is responsible for their accuracy and safe-keeping. We keep this information to help ensure that you receive the best possible care from us. Details that are kept may include:

- Basic details about you such as address
- Contact we have had with you, such as clinical visits
- Notes and reports about any treatment or care you have received
- Results of investigations, such as x-rays and laboratory tests
- Relevant information from other health professionals or those who care for you and know you well

HOW YOUR RECORDS ARE USED TO HELP YOU

Your records are used to guide health professionals in the care you receive to ensure that:

- Any health professional involved in your care has accurate and up to date information to assess your health and decide what care you need
- Full information is available if you see another doctor, or are referred to a specialist or another part of the NHS
- There is a good basis for assessing the type and quality of care that you have received
- Your concerns can be investigated if you need to complain

You have the right to see your records if you wish. Please ask if you would like further details. Please note there is usually a charge for this.

HOW YOUR RECORDS ARE USED TO HELP THE NHS

Your records may also be used to help us:

- Assess the needs of the population
- Review the care we provide
- Teach and train other health professionals
- Conduct health research and development
- Pay your GP, dentist and hospital for the care they provide
- Audit NHS accounts and services
- Prepare statistics on NHS performance
- Investigate legal claims or untoward incidents

Some of this information is used for statistical purposes and stringent measures are taken to ensure that individual patients cannot be identified.

Where it is not possible anonymous information, personally identifiable information may be used for essential NHS purposes. This will only be done with your consent unless the law requires information to be passed on.