

Your rights about information

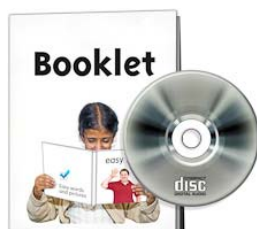
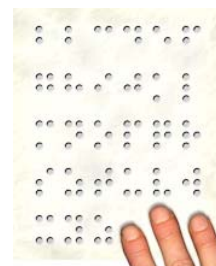


Information for patients and carers

Please tell us if you need this leaflet in



- larger print
- spoken on a CD
- Braille
- another language



This leaflet tells you:



- what information the NHS keeps about you,



- why we keep it

- how you can see it



What information do we keep about you?



- your name, your address and your next of kin



- notes of when we have seen you or talked with you



- reports about your health
- notes about what treatment or care you have had



- results of x-rays and other test results



- information from other health workers, relatives or people who care for you

We need your information to make sure that:



- you get the best health care possible
- health workers have the right information to assess your health needs



- if you go to see new health workers, they know about your health in the past.



we can look back at records of your care if you decide to complain

Your information can also help the NHS to:



- pay your GP, dentist, and hospital for the care they have given you

- keep track of how much is spent on services

- look into complaints or other problems

- plan for the needs of patients in the future

- measure if the NHS is doing well

- do research about health





- teach medical students about health

Who do we share your information with?



- NHS hospitals and clinics you use



- GPs (your family doctor)



- the ambulance service



- the strategic health authority - this is a body that looks after all the health services in your area.

They look into the files of people whose care may have gone wrong.



We might also share your information with:



- Schools or colleges you use

- council services you use  Camden



- other care services you use



but there are strict rules about how we do this.

Is your information kept private?



The law says that we must keep your information private.



But you might get care from somewhere else, like social services.



We might need to share your information with them so that you can get the care you need.

We will only tell other people about you if they need to know.



We will ask your permission first, except:



- if there is a risk that someone will get hurt



This could be if you have a disease that other people can catch.



For example meningitis or measles, but not HIV AIDS.



- if there is a law saying we must pass on the information.



For example we have to tell other people if you have a baby, so the baby can be registered.

How can you look at the information we keep on you?



There is a law called the **Data Protection Act 1998**.



This law says you can find out what information we have about you.



To do this you have to write to us asking to see it.



We will write back to tell you how you can see it.

You can write to us at this address:



**Subject Access Request
Information Governance
NHS Camden Provider Services
Bedford House
125-133 Camden High Street
London NW1 7JR**

Or ring us on **020 7685 5954.**



You will have to pay to see your records.



Most people will be able to get a copy of their health records.

Some people will not be able to look at all of their records.



We will explain to them why this is.



It may be because if we tell them, someone may be at risk of harm.



You may ask someone else to look at your records for you, if you put it in writing.



Sometimes the court says that a person is not able to look after their own papers.



Then the court gets someone to look at the papers for them.



How can you complain?



If you are not happy about what is written in your records, you can let your health worker know.



If you do this, we will write down why you are not happy and add it to your records.



If you are still not happy, you can write to the Information commissioner at this address:

ICO

Whycliffe House

Water Lane

Wilmslow

Cheshire SK9 5AF



or phone them on **0845 306060**

or look at their website at www.ico.gov.uk



**Do you have any worries you would like to sort out
with NHS Camden Provider Services?**

Contact the Patient Support Service:



Patient Support Service

NHS Camden

Freepost RRCA-BXHE-HUSR

London NW1 0PE



phone: 020 3317 3003

minicom: 020 3317 2890



pss@camdenpct.nhs.uk

**Thanks to health info group at the Advocacy Project for making this leaflet easier to read.
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