

Your information, your rights



Information for service users

This leaflet explains what type of information we hold about you, why we keep it and how you can access it. If you need to know more about the issues in this leaflet, please call

020 7685 5954/5957

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

Camden Provider Services

If you are still not happy with the outcome, you can make written requests to the Information Commissioner (the authority responsible for regulating and enforcing the Data Protection Act) at the following address:

ICO
Wycliffe House
Water Lane
Wilmslow
Cheshire SK9 5AF

www.ico.gov.uk
Tel: 0845 306060

Communication and language support

If you require a language interpreter (including British Sign Language) or communication support, please contact us. You can also contact us if you would like this leaflet in large print, Braille, audio format or in another language. Alternatively, for general enquiries please contact the Patient Support Service:

3rd Floor, Bedford House,
125 -133 Camden High Street
London NW1 7JR

Tel: 020 7685 5973
Fax: 020 7685 5788
E-mail: patientsupport.cps@nhs.net

www.camdenproviderservices.nhs.uk
www.facebook.com/CamdenNHS
www.twitter.com/camdenprovider

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CPS IG 07/10 001

Under most circumstances, you are entitled to receive a copy of your records. However, you should be aware that in some cases your right to see some details in your health records may be limited in your own interest or for other reasons which will be explained to you.

Please note that a charge will usually be made. The application to access your records can be made by you, a person authorised by you in writing, or a person appointed by a court to manage your affairs if the court has decided that you are not able to do so yourself.

How can you change your details?

If you change your name, address or telephone number, your health records will need to be updated, so that we can continue to provide you with our services.

Always notify your GP or health professional so that they can make the necessary updates. It is important that you give us accurate information.

How do you complain about the contents of your 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.

What information do we keep about you?

The information we hold may include:

- basic details, such as your name, address and next of kin
- contacts we have had with you, such as clinic visits
- notes and reports about your health and any treatment or care you needed
- details about your treatment and care
- results of X-rays and laboratory tests
- information from other health professionals, relatives or those who care for you.

Why do we need your information?

We need it to ensure that:

- you receive the best possible 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 see another doctor, or be referred to a specialist or another part of the NHS
- 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.

How do we use your records to help the NHS?

Your information may also be used to help us:

- look after the health of the general public
- pay your GP, dentist and hospital for the care they provide
- audit NHS accounts and services

- investigate complaints, legal claims or untoward incidents
- make sure our services meet patient needs in the future
- prepare statistics on NHS performance
- review the care we provide to ensure it is of the highest standard
- teach and train healthcare professionals
- conduct health research and development

Our partner organisations

Organisations that we often share information with are:

- NHS hospitals and clinics
- Primary Care Trusts
- General practitioners
- The Ambulance Service

The information we share with other organisations is anonymised (this means we remove your name and other identifying information), unless it is needed for your direct care (your GP for example).

Sexual health records are held separately from other records and we will only send out anonymised data for non-clinical purposes. We will only contact your GP if you give us your permission first.

Are your records confidential?

We have a legal duty to keep information about you confidential.

You may receive care from other people as well as the NHS (like Social Services). We may need to share some information about you so we can all work together for your benefit.

We will only pass on information about you if there is a genuine need. We will not disclose your information to third parties without your permission, unless there are exceptional circumstances, such as when the health or safety of others is at risk or where the law requires information to be passed on.

Anyone who receives information from us is also under a legal duty to keep it confidential. We are required by law to report certain information to the appropriate authorities.

Occasions when we must pass on information include: notification of new births, infectious diseases that may endanger others, such as meningitis and measles (but not HIV/AIDS), and where a formal court order has been issued.

How can you access your health records?

The Data Protection Act 1998 allows you to find out what information we hold about you and this includes your health records.

If you would like access to your health records, please send us a written request. We will then contact you with further information. You can write to us at the address below:

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

(Tel) 020 7685 5954