

Your health records and how they are used

Patient information

Service: Information Governance

Division: Corporate

Incorporating hospital and community health services, teaching and research

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This leaflet explains:

- why the NHS collects information about you and how it might be used
- your right to see your health records
- how to see your health records

Why do you collect information about me?

Your doctor and other health professionals caring for you keep records about your health and treatment from the National Health Service (NHS). It is in the interest of the patient for a full record to be collected.

Your records are either written down (manual records), or held on a computer (electronic records). These may include details about:

- your address and next of kin
- your hospital visits
- the treatment and /or the care you receive
- results of investigations and /or tests
- information from other health professionals, relatives and those who care or know you well

Why do you monitor ethnicity?

The Trust serves a multicultural population and ethnicity is monitored because it is important to understand how and why different groups suffer from different conditions. This means we can give you better care and treatment.

How do my records help me?

Your records are used to guide and administer the care you receive. They help us to make sure that:

- we have accurate, up to date information about your health
- you receive the best quality of care
- information is easily accessible within the Trust because this helps us to make decisions about your future healthcare needs



- any concerns you may have about your health are properly investigated

Who sees my records?

Everyone working for the NHS has a legal duty to maintain the highest level of confidentiality. Your medical records are kept in secure areas, and generally your records will only be seen by those involved in providing or administering your care. A few administration processes require information that may identify you, however most processes will use anonymous information.

To make sure you will receive all the care and treatment you need we might share relevant information about you with other NHS organizations and organisations outside the NHS. These may include:

- your General Practice and Pharmacies
- another hospital
- local authority departments, including Social Services, Education and Housing
- NHS Walk-in Centres
- NHS Direct and Care Direct
- Out Of hours doctors services
- voluntary organizations
- private sector providers such as private hospitals, care homes, hospices

We will talk to you before information is shared to ensure we act with your consent. If you are unable to consent for any reason, we will only share information where it is clearly in your best interests to do so or it is required by law. This includes:

- notification of new births or deaths
- if infectious diseases will endanger the safety of others such as meningitis, tuberculosis or measles (but not HIV or AIDS)
- for child protection reasons
- when a formal court order is issued



Information will not be passed to your friends, relatives or carers without your signed consent. Your consent is also needed to share information with other organisations (ie employers, insurance companies). This information is passed securely and kept confidential by the people who receive it.

How do my records help the NHS?

Your information helps us:

- monitor your quality of care
- meet the general public's health needs
- make sure our services meet future needs
- teach and train healthcare professionals
- conduct health research, development and audit
- transfer to other providers to improve care
- investigate a complaint you have made
- prepare statistics on NHS performance

Access to your health information used for these purposes is controlled and monitored.

When information is used for statistical purposes, **we do not identify individual patients' details**. Some information may also be passed on to other organizations with a legitimate interest (ie planning services with other organisations outside the NHS).

Notification to the Cancer Registry

The NHS has been contributing to the Cancer Registry for many years to help understand the causes of cancer.

At the moment this is not a legal requirement however we are committed to continuing this practice for the future benefit of cancer sufferers.

Can I see my health records?

The Data Protection Act 199, allows you to find out information held about you by the Trust.



If you believe that there is an error in your records you may request that it be corrected or you may ask that a statement from yourself , stating the reason for your belief that there is an error, is included in your Health Records.

If you would like to see your medical records, write to Homerton University Hospital Foundation NHS Foundation Trust. You are entitled to receive a copy however a charge will be made. In certain circumstance your right to see some details may be limited for your own interest or for another reason, such as the protection of others.

Where can I get more information?

If you have any questions about how your information is used contact the Information Governance Manager at the Homerton University Hospital NHS Foundation Trust on 0208 510 5555.

Useful contacts

The Information Commissioners Office (ICO)
T: 0303 123 1113
W: www.ico.gov.uk

Patient Advice and Liaison Team (PALS)

PALS can provide information and support to patients and carers and will listen to your concerns, suggestions or queries. The service is available between 9am and 5pm. Telephone 0208 510 7315

For information on the references used to produce this leaflet, please ring 0208 510 5302/5144 or

Email: enquiries@homerton.nhs.uk

Homerton University Hospital NHS
Foundation Trust
Homerton Row, London, E9 6SR
T: 0208 510 5555
W: www.homerton.nhs.uk
E: enquiries@homerton.nhs.uk



Homerton University Hospital **NHS**

NHS Foundation Trust

If you need help to understand this leaflet in your language, please telephone the Advocacy Service on 020 8510 7179.

Turkish

Bu broşürün Türkçe olarak size açıklanmasını istiyorsanız, lütfen 020 8510 7179 numaraya telefon edip Danışmanlık ve Çeviri Servisimizle (Advocacy Service) iletişim kurun.

Bengali

আপনার নিজের ভাষায় এই প্রচারপত্রটি বোঝার ব্যাপারে আপনার যদি সাহায্য দরকার হয়, তাহলে অনুগ্রহ করে অ্যাডভোকেসি সার্ভিসকে 020 8510 7179 নম্বরে টেলিফোন করুন।

-Urdu

اگر آپ کو اس لیفٹ کی کوئی زبان سمجھنے میں مدد چاہیے تو براہ کرم ایڈووکیسی سروس کو 0208 510 7179 پر ٹیلیفون کریں۔

Spanish

Si necesita ayuda en su idioma para poder entender este folleto, le rogamos llame al teléfono del Servicio de Arbitraje (Advocacy Service) al 020 85107179

Gujarati

જો તમને આ પત્રિકા તમારી ભાષામાં સમજવા માટેની મદદ જોઈતી હોય તો, મહેરબાની કરીને અંગ્રેજીમાં આ સર્વિસને 020 8510 7179 પર ફોન કરશો।

Vietnamese

Nếu quý vị cần giúp đỡ để hiểu tờ thông tin này bằng ngôn ngữ của quý vị, xin điện thoại Dịch vụ Biện hộ số 020 8510 7179.

Chinese

如果你需要別人以中文解釋這份小冊子的內容，請致電代言語詢服務，電話 020 8510 7179。

Hebrew

ניתן להתקשר לשיחות התמיכה בטלפון 020 8510 7179, אם יש להבנת עלון זה בשפתך. צורך בסיוע

Polish

Jeżeli potrzebujesz pomocy w zrozumieniu niniejszej ulatki oraz jej przekładzie na swój język ojczysty, prosimy zadzwonić do Advocacy Service pod numer 020 8510 7179.

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