

## Who our partnership organisations are:

The principal partner organisations providing your health care and with whom health information may be shared (unless you have asked that we limit how we share your record):

- Health care Providers
- Ambulance Services
- Accident and Emergency (A&E) Departments
- Primary Care Trusts
- General Practitioners (GPs)
- Dental Services
- Sexual Health Service
- Opticians
- Pharmacy Services

Other partner organisations with whom there may be a need to share your information include:

- Social Services
- Education Services
- Local Authorities
- Voluntary Sector Providers
- Private Sector Providers

Your information will only be shared in exceptional circumstances, and we will always try to discuss this with you first. Please note information is held in the EU only.

## How you can see you own health records

The Data Protection Act 1998 allows you to find out what information is held on computer and in certain paper records about you e.g. letters between your GP and hospital Consultant in relation to your treatment.

This right applies to your health records. If you want to see them you should make a written request to the NHS organisations where you are being, or have been, treated. Please note information is held in the EU only.

## For your information...

If you would like to know more about how we use your information or if, for any reason, you do not wish to have your information used in any of the ways described in this leaflet please speak to the doctor or nurse concerned with your care.

If you would like further advice or a copy of this leaflet in an alternative format, or access to the NHS Care Records Guarantee, please, telephone the Customer Care Team on 01482 347620.

If you require independent advice you may contact:

Information Commissioner  
Wycliffe House, Water Lane,  
Wilmslow, Cheshire  
SK9 5AF  
Tel: 01625 545700

## City Health Care Partnership CIC

a co-owned business

[www.chcphull.nhs.uk](http://www.chcphull.nhs.uk)

City Health Care Partnership CIC is a not for profit Community Interest Company responsible for providing NHS services in Hull and the East Riding. Registered in England No: 0627 3905

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## Your information

How and why we use it



Providing Quality Care



# The information we collect about you

To make sure you receive the best possible care, we keep information about your health and any treatment we provide.

## This includes:

- Basic details about you, such as address and next of kin
- Times when we have seen you, such as clinic visits
- Notes and reports about your health and any treatment and care you need
- Details and records about the treatment and care you receive
- Results and investigations, such as x-rays and laboratory tests
- Relevant information from other health professionals, relatives or those who care for you and know you well.

## Your records are used to:

- Manage the care you receive  
Those involved in your care need accurate and up to date information to assess your health and decide what care you need. The information may also be needed if you see another doctor, or are referred to a specialist or another part of the NHS
- Look after the health of the general public
- Pay your GP, dentists and hospital, nurses and therapists for the care they provide
- Audit NHS accounts and services
- Investigate complaints, legal claims or untoward incidents
- Make sure our services can meet patient needs in the future
- Prepare statistics on NHS performance
- Review and assess the care we provide to ensure it is of the highest standard
- Teach and train healthcare professionals
- Conduct health research and development through surveys and audits

For purposes other than your direct care, we try to use anonymous data when possible.

The Care Quality Commission (CQC) will regularly check our standard of records management. This includes looking at a small number of patient notes and incident report forms to check, for example, that they are written clearly, signed and dated, stored securely etc. If you do not want your records to be made available during a CQC assessment, please inform a member of staff.

The NHS Care Record Guarantee commits us to using records about you in ways that respect your rights and promote your health and wellbeing. Your health record will be accessible and shared only by the people/organisations providing your health care or checking its quality, unless you have specifically asked that we limit how we share your record.

## How we keep your records confidential

Everyone providing NHS care has a legal duty to keep information about you confidential, secure and accurate. We will not share information that identifies you (particularly with other government agencies) for any reason other than providing your health care, unless:

- you ask us to do so
- we ask and you give us specific permission
- we have to do this by law
- we have special permission for health or research purposes; or
- we have special permission because the public good is thought to be of greater importance than your confidentiality.

To enable City Health Care Partnership CIC to fulfil its 'duty of care' your Healthcare Provider, doctor or nurse may decide there is a need to share information with other partner organisations so we can all work together for your benefit (e.g. Social Services). We will tell you if this is the case, and will always try to agree this with you beforehand. If you don't agree, we will discuss with you the possible effect this may have on your care and alternatives available to you.

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
- Where a formal court order has been issued
- Infectious diseases that may be dangerous to the safety of others e.g. meningitis or measles.

Please note information passed on about sexually transmitted infections is anonymous. However, the law requires that for certain infections personal details are confidentially shared with the local health protection team. We would try to discuss this with you first.

If we are required to share information without your permission, we will make sure that we keep to the Data Protection Act 1998, the NHS confidentiality code of practice and other national guidelines on best practice.