

How we ensure your information is accurate

We have a duty to ensure that your information is accurate and up to date. We need to make certain we have the correct contact and treatment details about you. To do this we undertake Information Quality Assurance Assessments to ensure we deliver improvements in the quality of the information we record about you.

We would also ask you to help us keep your information as up to date as possible by informing us of any changes in your personal details. Please inform the receptionist when you report in for your appointment.

How you can get access to your own health records

The Data Protection Act 1998 allows you to have access to your health records.

If you want to see your health records, or would like a copy of them, please make a request in writing, or use the "Application for Access to Health Records" form. It is available from the following:

- Website:
https://www.swft.nhs.uk/application/files/1514/7317/5028/AHR_Application_Form.pdf
- Patient Advice and Liaison Service on
01926 600054
- Information Governance Department, Support Services Building, Warwick Hospital, Warwick, CV34 5BW

Please be aware that a charge of up to £50.00 may apply for this service. In certain circumstances your right to see some details in your health records may be limited in your own interests or if information also relates to someone else.

Who we are

This leaflet has been compiled by the various departments which treat and care for people within the Trust. In working together in this way, we hope that everyone who uses our services will have clear and consistent advice about how we use and safeguard your information. South Warwickshire NHS Foundation Trust incorporates Warwick, Ellen Badger, Leamington Spa and Stratford-upon-Avon Hospitals.

As a key provider of acute healthcare and as an employer, the Trust has a statutory obligation to promote and respect equality and human rights. This is set out in various pieces of legislation including: Race Relations (Amendment) Act

2000, Disability Discrimination Act (2005), Sex Discrimination Act (1975) and the Age Discrimination Act (2006).

Name of organisation

South Warwickshire NHS Foundation Trust

Contact

Information Governance Manager

Telephone

01926 495321, extension 4707

Email

swg-tr.swft.ig@nhs.net

Address

Warwick Hospital, Lakin Road,
Warwick, CV34 5BW

Further Information

If you would like to know more about how we use your information, or if for some reason you do not wish to have your information used in any of the ways described in this leaflet, please speak to the health professionals (for example a doctor or physiotherapist) concerned with your care. However, you need to be aware that restricting the use of your information may affect the provision of care or treatment for you.

Equality Statement

At South Warwickshire NHS Foundation Trust we are fully committed to equality and diversity, both as an employer and as a service provider. We have a policy statement in our Equality Strategy that clearly outlines our commitment to equality for service users, patients and staff:

- You and your family have the right to be treated fairly and be routinely involved in decisions about your treatment and care. You can expect to be treated with dignity and respect. You will not be discriminated against on any grounds including age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation.
- You have a responsibility to treat other service users, patients and our staff with dignity and respect

Our information for patients can also be made available in other languages, Braille, audio tape, disc or in large print.

PALS

We offer a Patient Advice Liaison Service (PALS). This is a confidential service for families to help with any questions or concerns about local health services.

You can contact the service by the direct telephone line on 01926 600 054 by email: Pals@swft.nhs.uk or by calling in person to the PALS Office which is located in the Lakin Road Entrance to the hospital.



Date revised: Aug 2017
Review date: Feb 2022
SWH 01267 Version 5.1



South Warwickshire NHS Foundation Trust

YOUR INFORMATION



WHAT YOU NEED TO KNOW

This leaflet explains why information about you is collected, how we keep it secure and confidential, how your information may be used, and how you may gain access to your own records.

Why we collect information about you

Your doctor and other health professionals caring for you keep records about your health and any treatment and care you receive from the National Health Service. These records help ensure that you receive the best possible care from us. They may be written down (manual records), or held on a computer. The records may include:

- basic details about you, such as name, address, date of birth, NHS number, GP and next of kin
- contacts we have had with you, such as clinic visits or hospital admissions
- notes and reports about your health and any treatment and care you need
- details and records about the treatment and care you receive
- results of investigations, such as x-rays, scans and laboratory tests
- relevant information from other health professionals, relatives or those who care for you and know you well
- equality monitoring information which the Trust are required to collect by law
- domestic, social economic circumstances that may be relevant to your care

How your records are used to help you

Your records are used to guide and administer the care you receive to ensure that:

- your doctor, nurse or any other healthcare professional involved in your care has accurate and up-to-date information to assess your health and decide what care you need when you visit us
- we can contact you for health checks (for example, immunisation, cervical smears, breast screening or other preventative treatment)
- 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
- to safeguard you

How your records are used to help the NHS

Your information may also be used to help us:

- look after the health, safety and needs of the general public, local health economy and nationally support health protection and public safety
- sharing key information with other health and social care services to ensure an integrated approach, improved patient experience and cost effective delivery of public services
- audit NHS accounts and services by internal auditors and also by the Trust's regulators acting only with their legal powers to fulfil statutory obligations
- service improvement and business change
- investigate complaints, legal claims or untoward incidents
- prepare statistics on NHS performance
- review the care we provide to ensure that it is of the highest standard including, for example, clinical audit
- teach and train healthcare professionals
- conduct health research and development
- make sure that our services can meet patient needs in the future

In each of the instances above we would always require a clear legal basis for any secondary use of your records. This relates to use of your records for any other reason other than direct care. All secondary activities are documented and approved by the organisation's Caldicott Guardian to ensure your rights and freedoms are always protected and that any processing of your personal data is compliant with the Data Protection Act 1998.

How we keep your records confidential and secure

Everyone working for the NHS has a legal duty to keep information about you confidential and secure.

The use of information is strictly controlled and used by us in accordance with the Data Protection Act 1998, the Human Rights Act 1998, the common law duty of confidence, the NHS Confidentiality Code of Practice, the Records Management Code of Practice for Health & Social Care and the Information Security Management: NHS Code of Practice.

Electronic data is transferred either via internal secure networks or by dedicated encrypted file transfer methods.

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.

You may be receiving 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 ever use or pass on information about you if others involved in your care have a genuine need for it, and when we know that the same safeguards on confidentiality and security will be practiced.

Anyone who receives information from us is also under a legal duty to keep it confidential and secure.

We are required by law to report certain information to the appropriate authorities. This is only provided after formal permission has been given by a qualified health professional. Occasions when we must pass on information include:

- notification of new births
- where we encounter infectious diseases which may endanger the safety of others, such as meningitis or measles (but not HIV/AIDS)
- where a formal court order has been issued
- other statutory basis to enable government functions to fulfil their legal obligations to the public.

Our guiding principle is that we hold and use your records in strict confidence.

Who are our partner organisations?

The principal partner organisations, with which information may be shared are:

- Commissioners
- NHS Trusts
- General Practitioners (GPs)
- Ambulance Services
- Social Services
- Local Authorities
- Education Services
- Commercial third parties and charitable organisations who may have been awarded a contract to deliver NHS or other health and social care services.

If it is necessary to share your information with other agencies, it will be subject to strict controls and data sharing agreements describing how your information may be used and what portion of it.