

Health Records

Leaflet 1

Your Health Record / Your Rights and Responsibilities

This leaflet explains why we collect information (records) about you, and how those records are used to help you and the NHS to provide the very best possible care.

1. Why we collect information about you

If you receive care from anyone working in the NHS, then by law a record of that care or treatment has to be made.

These records may be paper records or computer records. These records may include:

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

The information may also be used to help us:

- Review the care we provide to ensure that it is of the highest standards.
- Make sure that our services can meet patient needs in the future.
- Teach and train healthcare professionals.
- Conduct health research and clinical audits.
- Pay your GP, dentist and hospital for the care they provide.
- Prepare statistics on NHS performance.
- Assess the needs of the general population.
- Investigate complaints, legal claims or untoward incidents.

For example, staff may record some of your personal health information in databases used by doctors and others for clinical audit. This is one way in which the NHS maintains high quality care. Staff will check a group of similar cases to your own against agreed standards to see where improvements can be made. Some of these audits are done over specific localities or even over the whole of the country. In these cases every effort is made to use anonymised information.

2. You have a right:

- To confidentiality under the new General Data Protection Regulations (GDPR) / Data Protection Act 2018 (DPA 18), the Human Rights Act 1998 and the common law duty of confidentiality.

3. We have a duty to:

- Maintain full and accurate records of the care we provide to you.
- Keep records about you confidential, secure and accurate.
- Provide information in a format that is accessible to you.
- Inform you how your data is used, your data rights and the legal basis for processing your data – This information can be viewed via the Trusts Privacy Notice:
www.nhft.nhs.uk/privacy

It is good practice for your health care practitioner to:

- Discuss and agree with you what they are going to record about you.
- Give you a copy of the letters they are writing about you.
- Show you what they have recorded about you, if you ask.

In addition we will take action when someone has deliberately accessed records about you without permission or legitimate reason.

4. How you can help us

We need to ensure that the information we collect about you is accurate.

Tell us if any information in your records is wrong or if we have identified you incorrectly.

We will correct any factual errors.

If you are not happy with an opinion or comment that has been recorded we will add your comments to the record.

If you are suffering distress or harm as a result of information being held on your record, you can apply to have the information amended or deleted.

5. Your Health Record Series.

Other leaflets in this series include;

- Leaflet 2 – Confidentiality & Your Health Record

Our policies are available on our website at:

<https://www.nhft.nhs.uk/documents?smbfolder=179>

Of particular relevance are:

- Use of Information and Communications Technology Policy
- Records Management Policies

Further information on your data rights can be found via the Information Commissioners Website:

<https://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr/individual-rights/>

If you do not have access to a computer or have any queries, or concerns about anything in this leaflet please contact our Patient Advice and Liaison Service (PALS) at:

PALS Office
Northampton Healthcare NHS Foundation Trust
Front Block,
St Mary's Hospital,
London Road,
Kettering,
NN15 7PW Email: pals@nhft.nhs.uk

To contact the NHFT Caldicott Guardian, please use the address below:

Caldicott Guardian
Northamptonshire Healthcare NHS Foundation Trust
Berrywood Hospital
Berrywood Drive
Duston
Northampton
NN5 6UD