

## Will my information be seen by anybody outside of the NHS?

Everyone involved in your care needs to have relevant information about you. You may be receiving care from other people as well as the NHS. For example, health and social work professionals may work closely together to provide care, or you may be receiving services from an organisation outside the NHS, such as a residential or day care centre.

Information will only be passed on if it is needed for your care, and normally only with your consent. Information will not be released about you to your relatives, friends or carers unless you allow it.

## Can information about me ever be shared without consent?

In exceptional circumstances information about you may be shared without your consent:

- If it is required by law, for instance the notification of births, deaths and some infectious diseases.
- To protect the public or yourself from harm, for example, where issues of child or adult protection are raised.

## Can I stop the NHS using information about me?

You can stop the NHS using your information for some purposes such as teaching and research. Healthcare you receive will not be affected if you ask the NHS not to use your information for these particular purposes.

## Can I see my health records?

- Yes, you have a right to see your medical records. You also have the right to have any part you do not understand explained to you.

- There are some cases where access may be refused to some, or all, of your information if seeing it would cause serious harm to your health or the health of someone else.
- You may also be refused access to information that identifies another person where they have not consented to you seeing it. (This does not apply if the other person is a health professional).
- You are entitled to receive a copy of some or all of your information but please note there maybe a charge.

## What if I'm not happy with how my information is used?

If you are not happy with the way the NHS has collected, used or shared your information then you have a right to complain to the complaints officer at the address below.

## Further information

If you have any questions, would like to discuss any of the issues raised in this leaflet or opt out of your information being shared locally please talk to the person in charge of your care or contact your local customer care team (details below).

If you require this leaflet in any other language or format, please also contact the CCG customer care team:

**Leigh Broggi**  
Kingston CCG  
Third floor  
Guildhall 1  
Kingston  
KT1 1EU  
Tel: 020 8339 8107  
Email: [leigh.broggi@nhs.net](mailto:leigh.broggi@nhs.net)  
Text: 07500 817564

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



**NHS**

**Kingston**

**Clinical Commissioning Group**

# Your Health Information

Why we collect it and how it is used

March 2014

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



A healthier Kingston

## Why does the NHS need information about me?

When you see a doctor, nurse or any other health professional, you give information about yourself. This helps those who care for you decide with you what treatment and care is best for you. A record of any relevant information may be written down or held on computer. This is then known as your health or medical record. Your medical record may include:

- Basic details about you such as name, address, next of kin, ethnicity and gender.
- Details of any diagnosis and treatment you receive including drug prescriptions.
- Results of investigations you have such as blood tests and X-rays.
- Details of contact you have with other health professionals such as visits to clinics.
- Relevant information from other professionals and those who care for you.

Different health professionals involved in your care will maintain their own notes on paper or electronically, so you may have records in different parts of the NHS.

## Why is information recorded about me?

A record of your medical history helps to:

- Provide proper care for you if we need to see you again.
- Provide relevant information to other health professionals if you are referred to another part of the NHS (such as being referred from your GP to a hospital consultant).
- Review the type and quality of care you receive to make sure it is of the highest standard.
- Investigate your concerns if you ever need to complain or make a legal claim regarding your treatment .

## Is information about me used for anything else?

Sometimes your information may be used within the NHS to help us manage, plan and run the service. Information will only be shared in accordance with relevant legislation

[www.legislation.gov.uk/ukpga/1998/29/contents](http://www.legislation.gov.uk/ukpga/1998/29/contents)

## What about research?

The NHS carries out many research projects. If any research needs to involve you personally you will be asked if you want to be involved and your consent will be obtained before going ahead. You do not have to take part - it is entirely your choice. Deciding not to be involved will not affect the care you receive.

Some research involves using information about large groups of people rather than individuals. In this instance your information is anonymised before it is used. This involves removing anything that could identify you such as your name and address. If the NHS would like to use information where you can be identified then you will be asked your permission first.

## Examples of how your Health Information may be shared within Kingston are:

- **Kingston Health Passport** - this allows other health care professional to access limited information about you with your consent at the time they see you.
- **Proactive Case Management** - Hospital information is shared with General Practitioners and Health Care professionals to help manage your on-going care.
- **Booking Service** - If you are referred by your GP to hospital, the CCG can arrange an appointment with you.

Where we need to check individual details to make payments for services, it will only be to ensure that we are paying for the right person.

## How will you ensure information about me remains confidential?

The NHS takes great care to ensure your information remains confidential:

- The handling and sharing of personal information is strictly controlled by law and guidance such as the Data Protection Act 1998.
- NHS Trusts, other health care providers and Social Service Departments each have a Caldicott Guardian or Information Governance Lead, a senior professional who is responsible for ensuring that your information is handled properly.
- Everyone who works for the NHS or in partnership, has a legal duty to keep information about you confidential.
- Any breach of confidentiality by a staff member is a disciplinary offence.
- Only the minimum amount of information necessary will be shared and only with people who have a genuine need to know.
- When information about you is being used, wherever possible any details that could identify you will be removed.

