

## Your Rights

You have the right to:

Obtain a copy of your records in permanent form and in an understandable format.

View a record without obtaining a copy

Have information explained, where necessary, e.g. medical abbreviations.

## Partner Organisations

The principal partner organisations with whom information may be shared:

Primary Care Agencies/Trusts

Clinical Commissioning Groups

National Commissioning Board

NHS Trusts

Ambulance Services

Care Quality Commission

Other healthcare providers

## Fees for Access to and copies of your records

The Data Protection Act sets out the fees you have to pay



For records held entirely on computer - £10

For records held manually in part or full - £50

To view records without copies - £10 (if added to in last 40 days, no charge applies)

**Tel: 01227 831900**

**email: [CCCCG.CMP@nhs.net](mailto:CCCCG.CMP@nhs.net)**

Canterbury Medical Practice



## Your Information Leaflet



### WHAT YOU NEED TO KNOW

**This leaflet explains why information is collected about you and the ways in which it may be used**

## Why We Collect Information

Your doctor and other healthcare professionals caring for you keep records about your health and any treatment and care you receive from the National Health Service. These 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 address and next of kin.
- Contacts we have had with you such as clinic visits.
- Notes and reports about your health and any treatment and care you have received.
- Results of investigations such as x-rays and laboratory tests.
- Relevant information from other healthcare professionals, or those who care for you and know you well.

## How Your Records Are Used to Help You

- Your records are used to guide professionals in 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.
- Full information is available if you see another doctor, or are 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.
- With your express written consent, your relatives and carers will be kept up-to-date with the progress of your treatment.

## How Your Records Are Used to Help the NHS

Your information may also be used to help us:

- Make sure our services can meet patient needs in the future.
- Review the care we provide to make sure it is of the highest standard.
- Auditing accounts.
- Teach and train other healthcare professionals.
- Conduct health research and development (approved by the Local Research and Ethics Committee).
- Prepare statistics on NHS performance and activity.
- Investigate complaints, legal claims or serious untoward incidents.



## How We Keep Your Records Confidential

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

You may be receiving care from other organisations as well as the NHS (for example, 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. We will not disclose your information to third parties without your permission unless there are exceptional circumstances, such as when the health and safety of others is at risk, or where the law requires information to be passed on.

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

## How You Can Get Access to Your Own Health Records

The Data Protection Act 1998 allows you to find out what information about you is held on computer and in certain manual records. This is known as "right of subject access". It applies to your health records.

If you want to see them you should make a written request to the Practice Manager. You are entitled to receive a copy but should note that a charge will usually be made. You should also be aware that in certain circumstances your right to see some details in your health records may be limited in your own interest or for other reasons.