

How to get access to your own health records

The Data Protection Act 1998, which came into force on 1st March 2000, 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 would like to see your records you can make a written request to the CCG or NHS health organisation where you are being, or have been, treated. You are entitled to receive a copy of your records but should note that a charge may be made. You should also be aware that in certain circumstances your right to see some details in your health records may be limited, this is known as redaction. If you become aware that incorrect information has been recorded about you, then you can request that it is corrected or in some circumstances removed. Please apply in writing to d-ccg.NEWDevon-enquires@nhs.net.

Your right to withdraw consent

At any time, you have the right to refuse/withdraw consent to information sharing. The possible consequences will be fully explained to you and could include delays in receiving care.

Further 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 health professionals concerned with your care.

Alternatively, if you have any queries or if you require this guide in large print or another format please contact d-ccg.NEWDevon-enquires@nhs.net or telephone 01392 205205.



For more information please see the following documentation:

- [New Devon CCG Fair Processing Notice](http://www.newdevonccg.nhs.uk/who-we-are/information-governance/100094)
(<http://www.newdevonccg.nhs.uk/who-we-are/information-governance/100094>)
- [Care.Data: Better information means better care](http://www.england.nhs.uk/2014/01/06/better-info-better-care/)
(<http://www.england.nhs.uk/2014/01/06/better-info-better-care/>)



Northern, Eastern and Western Devon
Clinical Commissioning Group

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Your Information

What you need to know



This leaflet explains why information is collected about you and the ways in which this information may be used by the Clinical Commissioning Group

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 NHS. As a CCG we only hold a limited amount of clinical information for commissioning purposes. This helps to ensure that you receive the best possible care from us. The record 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
- Details and records about the treatment and care you receive
- Results of any investigations, such as X-rays and laboratory tests
- Relevant information from other health professionals, or those who care for you and know you well.
- Information, as a patient, you may have supplied us with

How your records are used to help you

Your records are used to guide professionals and commissioners in the care you receive to ensure that:

- Your doctor, nurse or any other healthcare professionals (this can include clinical and non clinical staff) 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

How your records are used to help the NHS

Your information may also be used to help us:

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

Some of this information will be held centrally, but where this is used for statistical purposes stringent measures are taken to ensure that individual patients cannot be identified. Anonymous pseudonymised statistical information may be passed to organisations with a legitimate interest, including universities and research institutions



Where it is not possible to use anonymised information for direct patient care, we will seek your consent unless the law requires information to be disclosed or passed on to improve public health.

Who are our partner organisations

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

- HSCIC
- NHS CCG's
- NHS CSU's
- General Practitioners (GPs)
- Ambulance Services

Your information may also, subject to strict agreements describing how it will be used, be shared with:

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

How we keep your records

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

All manual and computerised records are stored in secure environments to which access is strictly controlled and ensures no unauthorised access. 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 NHS Records Management Code of Practice and the NHS Information Security 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 but are not limited to:

- where a formal court order has been issued

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