

Patient advice and liaison service (PALS)

If you have a compliment, complaint or concern please contact our PALS team on 020 7288 5551 or whh-tr.whitthealthPALS@nhs.net

If you need a large print, audio or translated copy of this leaflet please contact us on 020 7288 3182. We will try our best to meet your needs.

Twitter.com/WhitHealth
Facebook.com/WhittingtonHealth

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How We Use Your Personal Information

A patient's guide

This leaflet explains:

- Why we collect information about you and how it is used
- How we keep your personal information confidential
- Your rights to see your records



Security of Information

Confidentiality affects everyone. Whittington Health collects, stores and uses large amounts of personal data every day, such as medical records, personnel records and computerised information. This data is used by many people in the course of their work.

We take our duty to protect your personal information and confidentiality very seriously and we are committed to ensuring your data is used appropriately and lawfully, taking all reasonable measures to maintain the confidentiality and security of personal data for which we are responsible, whether computerised or on paper. At Trust Board level, we have appointed a Senior Information Risk Owner who is accountable for the management of all information assets and any associated risks and incidents, and a Caldicott Guardian who is responsible for the management of patient information and patient confidentiality.

Why We Collect Information About You

The doctors, nurses and team of healthcare professionals caring for you keep records about your health, treatment and care you receive from the NHS. These records help to ensure that you receive the best possible care. They may be written down in paper records or held electronically. These records may include:

- Basic details about you such as name, address, date of birth, next of kin, etc.
- Contact we have had with you such as appointments or clinic visits.
- Notes and reports about your health, treatment and care.
- Results of x-rays, scans and laboratory tests.
- Relevant information from people who care for you and know you well such as health professionals and relatives.

Clinical Audit

Patient-level data may be used for clinical audit purposes. All data used for this purpose is completely anonymised. Clinical audit data aids in improving the level of healthcare delivered across Whittington Health services.

Data Controller

The Data Controller responsible for keeping your information confidential is:

Whittington Health
Whittington Hospital
Level 5
Highgate Wing
London
N19 5NF

Notification

The Data Protection Act 2018 requires organisations to lodge a notification with the Information Commissioner to describe the purposes for which they process personal information. These details are publicly available from the:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
Telephone: 0303 123 1113
Website: www.ico.org.uk

Freedom of Information Act 2000

If you want to request any information about the organisation, which is not personal information, please write to us or email foi.whitthealth@nhs.net

How You Can Access Your Records

The Data Protection Act 2018 gives you a right to access the information we hold about you on our records:

- Your request must be in writing using our online application form.
- Where possible, we will aim to send records to you in electronic format.
- We are required to respond to you within 1 month.
- You will need to provide adequate ID [e.g. passport or driving license.] so that your identity can be verified and your records located.
- If you think any information is inaccurate or incorrect then please let us know.

National Data Opt-out programme

You have the right to object to your data being used for the research, planning and running of the NHS via the National Data Opt-out programme as well as your 'right to object' under Article 21 of the GDPR/DPA 18.

Further details on data collection can be found on the NHS Digital website here <https://digital.nhs.uk/about-nhs-digital/our-work/keeping-patient-data-safe/how-we-look-after-your-health-and-care-information/your-information-choices/opting-out-of-sharing-your-confidential-patient-information>

It is essential that your details are accurate and up to date. Always check that your personal details are correct when you visit us and please inform us of any changes as soon as possible.

How Your Personal Information is Used

Your records are used to direct, manage and deliver the care you receive to ensure that:

- The doctors, nurses and other healthcare professionals involved in your care have accurate and up to date information to assess your health and decide on the most appropriate care for you.
- Healthcare professionals have the information they need to be able to assess and improve the quality and type of care you receive.
- Your concerns can be properly investigated if a complaint is raised.
- Appropriate information is available if you see another doctor, or are referred to a specialist or another part of the NHS.

The NHS Care Record Guarantee

The Care Record Guarantee is our commitment that we will use records about you in ways that respect your rights and promote your health and wellbeing.

Copies of the full document can be obtained from www.nhscarerecords.nhs.uk/security

Who We Share Personal Information With

Everyone working within the NHS has a legal duty to keep information about you confidential. Similarly, anyone who receives information from us has a legal duty to keep it confidential.

We will share information with the following main partner organisations:

- Other NHS Trusts and hospitals that are involved in your care.
- Local authority and social care
- General Practitioners [GPs].
- Ambulance Services.

You may be receiving care from other people as well as the NHS, for example Social Care services. We may need to share some information about you with them so we can all work together for your benefit if they have a genuine need for it or we have your permission. Therefore, we may also share your information, subject to strict agreement about how it will be used, with:

- Social Care Services.
- Education Services.
- Local Authorities.
- Voluntary and private sector providers working with the NHS.

We will not disclose your information to any other third parties without your permission unless there are exceptional circumstances, such as if the health and safety of others is at risk or if the law requires us to pass on information.

Disclosure of Information

You have the right to restrict how and with whom we share the personal information in your records that identifies you. This must be noted explicitly within your records in order that all healthcare professionals and staff treating and involved with you are aware of your decision. By choosing this option, it may make the provision of treatment or care more difficult or unavailable. You can also change your mind at any time about a disclosure decision.

How Your Personal Information is Used to Improve the NHS

Your information will also be used to help us manage the NHS and protect the health of the public by being used to:

- Review the care we provide to ensure it is of the highest standard and quality.
- Ensure our services can meet patient needs in the future.
- Investigate patient queries, complaints and legal claims.
- Ensure the hospital receives payment for the care you receive.
- Prepare statistics on NHS performance.
- Audit NHS accounts and services.
- Undertaking health research and development [with your consent and you may choose whether or not to be involved].
- Helping to train and educate healthcare professionals [with your consent and you may choose whether or not to be involved].