

A guide to information collected, held and used by us when you are a patient



We want to make sure we give you the best care we can. To help us do that we need keep some information about you.

The information we keep about you:

Your name, address and date of birth
When you've been to the hospital or doctors for care or treatment
Names of your family or doctors and nurses who look after you.

We are responsible for:

Making sure the information we have about the care we give you is correct
Keeping your information safe
Making sure you can read and understand the information
Show you the information we have about you, if you ask.

We will not share any information about you, unless:

You ask us to
We ask you if we can and you say "yes"
We need someone else to help care for you
Someone is in danger, for example to stop someone from being badly hurt.



How we use your information

The people who care for you use your information to:

Help you or your doctors to make decisions about your health

Make sure your care is safe

Work well with others to give you the right treatment.

They may also need to use information about you to:

Protect the health of someone else

Make sure we are giving everyone the best care.

Carry out surveys about how well we are looking after you.

Help look into any concerns or complaints.

Our partner organisations

We may need to share your information with our partners. If we need to we will ask you if we can and will only share it if you say “yes”.

These organisations include:

- Other NHS organisations, such as other hospitals or your doctor’s surgery
- Ambulance services
- Social services
- National healthcare bodies such as NHS England
- Hospital inspectors, known as the Care Quality Commission
- Commissioners, who pay us for providing healthcare services. These are known as ICBs
- Education Services
- Police

Sharing your information for your care

If other organisations are caring for you, or about to start caring for you, we may need to share your health information with them. We will only do this when this will help you.

Sharing could be to social services or private healthcare organisations

Where we can, we will try to ask you if it is ok to do this

There may be times when we need to share this information without asking. This may be because we are not able to ask you or because it needs to be done quickly to help you.

We have trained people who can help you decide how to share your information and only when it is in your best interests.

Your Rights

You can tell us when you do not want your information shared. This could be with your parents, carers or others

If you tell us not to share your information, we will make sure we don’t wherever we can

We will only share your information if the law tells us we have to

You can ask for a copy of your information on paper or electronically (email). You should ask for your information in writing (email or letter) and include your full name, address, birthday and the number known as the NHS number.



How we use your information

As well as asking for copies of your information, you can also ask:

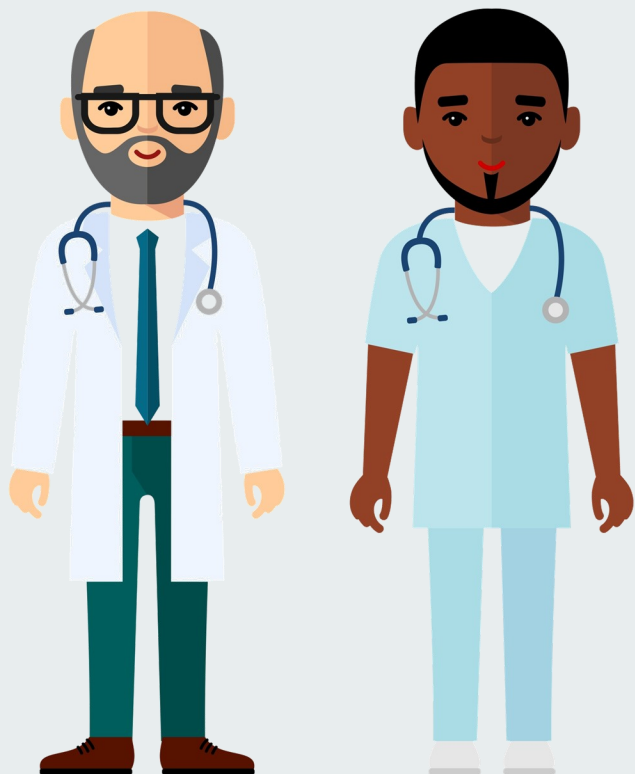
Certain people to stop using your information at certain times, this may affect your healthcare or delay treatment

To stop your information being used for research. If you choose to opt out, ask the Data Protection Officer to help you.

To make sure that the information we hold about you is correct

How long your information will be kept before it is destroyed.

For details on how we use your information or make a complaint to the Information Commissioner's Office (ICO).



Document Control

Division: Corporate

Department: Finance / Information Governance

Approved Date: 17/11/2022

Next Review Date: 17/11/2025

Document Number:

**To access your record, you or a parent/
guardian can contact:**

The Health Records Department
The Great Western Hospital,
Marlborough Road
Swindon
SN3 6BB

If you think any of your information is not correct or you do not want us to share your information, make sure you let us know.

The Data Protection Officer is available by post at the address above, or by email:

gwh.info.gov@nhs.net

or by telephone:

01793 605668.

You can get this sheet in other languages and formats. If you would like a copy, please contact us:

Call 01793 604031

Email gwh.pals@nhs.net