



# Patient Information

## Your Information

A guide to patient information  
collected, held and used by the Trust

### Introduction

Our aim is to provide you with the highest quality of health care, and in order that we can do this we must keep records about you, your health and the care we have provided or plan to provide to you.

These records may include:

- Basic details about you, such as address, date of birth, next of kin
- Contact we have had with you such as clinic appointments
- Details and records about your treatment and care
- Results of x-rays, laboratory tests
- Relevant information from people who care for you and know you well, such as healthcare professionals and relatives.

It is good practice for people in the NHS who provide care to:

- Discuss and agree with you what they are going to record about you
- Give you a copy of letters they are writing about you
- Show you what they have recorded about you, if you ask.

We will only store your information in an identifiable form for as long as is necessary and in accordance with the Records Management Code of Practice for Health & Social Care 2016.

*Our Values*

**Service Teamwork Ambition Respect**



# Your Information

## **We Have a Duty To:**

- Maintain full and accurate records of the care we provide to you
- Keep records about you confidential, secure and up-to-date
- Provide information in a format that is accessible to you (such as in large type if you are partially sighted).

We **will not** share information that identifies you for any reason, unless:

- You ask us to do so, or we ask, and you give us permission
- It will be used to provide direct care or treatment to you
- We must do this by law
- We have permission for health or research purposes
- Because the interests of the public are thought to be of greater importance than your confidentiality, for example to prevent someone from being seriously harmed.

## **Using Your Records**

The people who care for you use your records to:

- Provide a good basis for all health decisions made by you and healthcare professionals
- Allow you to work with those providing care, treatment or advice
- Make sure your care is safe and effective
- Work effectively with others providing you with treatment or advice.

## **Others may also need to use records about you to:**

- Check the quality of care given (such as clinical audit)



# Your Information

- Protect the health of the general public
- Manage the health service
- Help investigate any concerns or complaints you or your family have about your health care.

Some information will be held centrally to be used for statistical purposes. In these instances, we take strict measures to ensure that individual patients cannot be identified.

We use anonymous information, wherever possible, but on occasions we may use identifiable information for essential NHS purposes such as research and auditing. However, this information will only be used with **your consent**, unless the law requires us to share the information.

## **Our partner organisations**

We may share information with the following main partner organisations:

- NHS England / The Care Quality Commission
- Our Commissioners (CCGs)
- Other NHS organisations, such as other hospitals or your GP
- Ambulance Services
- Social Services

We may also share your information, **with your** consent and subject to strict sharing protocols about how it will be used, with:

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



# Your Information

## Your Rights

You have the right to ask for a copy of all records that we hold about you. Your request should be made in writing and we are required to respond to you within one calendar month. You will need to give adequate information (for example full name, address, date of birth NHS number etc.) in order that we can locate the relevant records.

### To Access Your Record Contact:

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

If you think anything in your record is **inaccurate or incorrect**, please inform us as soon as possible. For other rights about the use of your information please see our website: [www.gwh.nhs.uk](http://www.gwh.nhs.uk)

If you **do not wish** personal data that we hold about you to be used or shared in the way that is described, please discuss this with us. You have the **right to object**, but this may affect our ability to provide you with care or advice. You can also **opt out** of your data being used in planning or research at: <https://www.nhs.uk/your-nhs-data-matters/>

The Data Protection Officer is available by post at the address above, or by email: [gwh.info.gov@nhs.net](mailto:gwh.info.gov@nhs.net), or by telephone: 01793 605668

The Trust is committed to high standards of information security, privacy and transparency in accordance with the Data Protection Act 2018 and the EU General Data Protection Regulation (GDPR)

**This information sheet is available to order in other languages and formats. If you would like a copy, please contact us on 01793 604031 or email [gwh.pals@nhs.net](mailto:gwh.pals@nhs.net).**

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