

Patient Information

Your Information

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

Introduction

Our aim is to give you the best healthcare we can!

Some of the information we keep about you is:

- 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 Have a Duty To:

- Keep the right information about the care we give you
- Keep your information safe
- Make sure you can read/understand information
- Show you the information we hold about you, if you ask.



We **will not** share any information about you, unless:

- You ask us to, or we ask you and you give us your permission
- We have to do this by law
- Someone is in danger, for example to stop someone from being badly hurt.

Our Values

Service Teamwork Ambition Respect



Your Information

Using Your Information

The people who care for you use your information to:

- Help you or your doctors to make healthcare decisions
- Make sure your care is safe
- Work well with others to give you the right treatment

Others may also need to use information about you to:

- Protect the health of someone else
- Make sure the hospital is giving everyone the best care

Our partner organisations

We may share information with the companies listed below:

- Other NHS organisations, such as other hospitals or your doctors 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 CCGs



With your permission, your information may also be shared with:

- Education Services
- The police





Your Information

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 make this decision and it will only be 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 respect your wishes wherever we can.
- We will only share your information if there is a legal requirement to do so.



Your Information

Your rights continued

You can ask for a copy of your information on paper or electronically. You should ask for this in writing, and give enough information so that we can find your record. This will include your full name, address, birthday and the number known as the NHS number.

As well as asking for copies of your information, you also have the right to:

- Stop certain people from using your information at certain times, but this may affect your healthcare or delay treatment
- Make sure that the information we hold about you is correct
- Know how long your information will be kept before it is destroyed
- Ask for advice on how we use information or make a complaint to the Information Commissioner's Office (ICO).



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 the hospital 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 on 01793 604031 or email gwh.pals@nhs.net.

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