

How your personal information might be used to improve the NHS

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

- Pay your GP, dentist, and hospital for the care you receive
- Audit NHS accounts and services
- Investigate patient queries, complaints and legal claims
- Make sure our services can meet patients' needs in the future
- Prepare statistics on NHS performance
- Review the care we provide to ensure it is of the highest standards.

The following will be with your consent:

- To help in health research and development
- To help teach healthcare professionals.

National Patient Safety Agency

UHSM works in partnership with the National Patient Safety Agency (NPSA). The hospital reports patient safety incidents to the NPSA through the National Reporting and Learning System (NRLS). Information is passed to the NPSA to enable learning from patient safety incidents. This informs management of health care services in England and Wales.

The NPSA is not able to comply with the fair processing requirements of the Data Protection Act. It rarely holds enough information to be able to contact the data subject. UHSM Foundation Trust has therefore introduced an additional system for checking patient safety incidents which removes personal data before submission to the NRLS.

If you would like to know more about the work of the NPSA, please visit the website at www.npsa.nhs.uk. If you would like to know more about patient safety locally, then please contact the Head of Clinical Risk for UHSM on 0161 291 5808/5809 who would be happy to discuss this with you.

How you can access your health records

The Data Protection Act 1998 grants every living person the right to access his or her health records. You do not have to give a reason.

If you would like to access your health records please apply in writing to the following address.

Medico Legal Team
3rd Floor – Tower Block
Wythenshawe Hospital
Southmoor Road
Wythenshawe
Manchester M23 9LT
Telephone: 0161 291 2445/2451

You will then be sent an application form; we aim to provide access to your health records within 40 days.

Copying letters to patients

Patients now have a right to a copy of any letter written about them from one healthcare professional to another. If you would like to receive a copy of your letter inform the doctor during your appointment.

Notification

The Data Protection Act 1998 requires organisations to lodge a notification with the Information Commissioner to describe the purposes for which they process personal information. The details are publicly available from the Information Commissioners office at:

Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Telephone: 01625 545745

Website: www.informationcommissioner.gov.uk

University Hospital
of South Manchester 
NHS Foundation Trust

How we use your

Personal Information

This leaflet explains:

- Why the NHS collects information about you
- How information is used
- Your right to see your health records
- How we keep your personal information confidential



Why we collect information about you

Your doctor, nurse and the team of healthcare professionals caring for you keep records about your health and any 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 (manual records) or held on computer.

These records may include:

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

Some of this 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.

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 National Information Governance Board, 7th Floor, New King's Beam House, 22 Upper Ground, London, SE1 9BW or via

www.nigb.nhs.uk/guarantee/crs_guarantee.pdf

How your personal information is used

Your records are used to guide and administer the care you receive to ensure that:

- Your doctor, nurse or other healthcare professional involved in your care has accurate and up-to-date information to assess your health and decide the most appropriate care for you.
- Your concerns can be properly investigated if a complaint is raised.

We will ensure that appropriate information is available if you see another doctor, or are referred to a specialist or another part of the NHS.

If we need to share your personal information

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

You may be receiving care from other people as well as the NHS (e.g. Social Services). We may need to share some information about you with them so we can all work together for your benefit. We will only ever pass information about you to them if they have a genuine need for it and we have your permission.

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

Anyone who receives information from us has a legal duty to keep it confidential.

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Who might we share personal information with?

We may share information with the following main partner organisations:

- Strategic Health Authorities and other NHS bodies
- Other NHS Trusts that are involved in your care
- General Practitioners (GPs)
- Ambulance Services.

We may also share your information, subject to strict agreement about how it will be used, with:

- Adult or Children's social services
- Education Services
- Local Authorities
- Voluntary Sector Providers working with the NHS
- Private Sector Providers working with the NHS.