

# Your personal information

## What you need to know

A woman with dark hair, wearing a black cardigan over a pink top, is looking towards the right side of the frame. The background is slightly blurred, showing what appears to be a clinical or office setting. There are several large, semi-transparent circles in shades of purple, pink, and orange overlaid on the image.

This leaflet is a guide to what type of information we hold about you, why we keep this information, how we process this information and how you can access it. It covers your rights, what you need to do and who to contact if you have any questions.

## **The National Health Service (NHS) aims to provide you with the highest quality of health care. To do this, we must keep records about you, your health and the care we provide or plan to provide.**

The Trust takes its information management responsibilities very seriously including those under the Data Protection Act 1998, The Freedom of Information Act 2000 and common law duty of confidentiality.

### **Protecting your privacy / information (including your health records)**

The Trust has a legal duty to maintain the highest level of confidentiality. There are strict rules about keeping records on computer and on paper so that they are secure and only authorised people are able to access to them

### **What information is kept about me?**

Every time you see a doctor or go to hospital, they must keep a record of the care you receive. Your records include information about your health, appointments, treatment and test results. This information may be stored on paper or electronically and may include x-rays, photos and image slides (MRI and CT).

### **The information we may keep often includes your personal information. For example:**

- Name
- Address
- Contact details
- Place and date of birth
- Gender
- Age
- Diagnosis / medical / social history
- NHS number
- GP
- Next of kin / nearest relative
- Ethnicity and first language
- Disability
- Your medicines, any adverse reactions, information about your care and treatment
- Your medical history
- Your family's medical history (if applicable)

### **Why do we need your information?**

The people that care for you may use this information to ensure that:

- you receive the care you need;
- doctors, nurses or other healthcare professionals involved in your care have accurate up to date information for assessing your health and future care needs;
- full information is available should you see another doctor or be referred to a specialist or another part of the NHS;
- staff are able to review the care they provide to you and make sure it is of the highest standard;
- complaints and / or claims you may raise against us are investigated properly.

### **We will sometimes use your information, in an anonymised form, to:**

- check the quality of care we provide to everyone (a clinical audit);
- protect the health of the general public;
- train healthcare and partnership workers;
- carry out research;
- help the NHS plan for the future. Your name and address and other identifying information will be removed from any information used in these situations.



## Exceptional Situations

In limited circumstances, where we have a legal duty to provide information about people without seeking their consent, we shall do so, but we will only provide the minimum of information needed and will, wherever possible, inform you. These are:

- notification of a birth;
- reporting some infectious diseases;
- reporting gunshot wounds to the police;
- when a court order instructs us to do so;
- when a serious crime has been committed;
- if there is a serious risk to the public or NHS staff;
- to protect children or vulnerable adults who are unable to decide whether their information should be shared;
- when it is required by the law, e.g. under the Children's Act 2004; Criminal Justice Act 1987, etc.

## Who we will share your information with?

To make sure you receive all the care and treatment you need, we may need to share your information with other staff and organisations which may be involved in your care and treatment.

These could include:

- your GP, pharmacies and dentists;
- hospitals, walk-in centres, out-of-hours doctors;
- community services, such as nurses, midwives and therapists;
- local authority departments, including social services, education and housing;
- voluntary care organisations;
- private sector organisations, such as private hospitals, care homes and hospices.

## Your Family and Carers

Your confidential information will only be shared with a member of your family with your explicit consent.

## What rights do I have?

In most cases, you have the right to:

- ask for a copy of all records held about you (there may be an administration charge for providing these) in accordance with the Data Protection Act 1998 (<http://www.legislation.gov.uk/ukpga/1998/29/section/7>);
- ask for details of anyone who may have made entries in your records;
- expect your personal information to be kept confidential and safe at all times;
- discuss your information rights with the Trust including disclosure and withdrawal of consent.

## Can parents or legal guardians see their child's records?

Currently, parents or legal guardians have the right to have access their child's records, if the child is under 16.

A child, under 16, has the right to ask us not to give their parent or guardian access to their records. This situation will be assessed on a case by case basis.



## Finding better treatment

We are always seeking to improve treatments and carry out research to find the most effective ways of achieving this.

You may be asked if you would be willing to take part in research projects but you do not have to agree if you do not want to.

Research that involves patients, or their personal information, requires their explicit written informed consent. Before you are asked for your consent, you will be given a patient information sheet telling you exactly what information will be collected and who will have access to it.

This type of research must also be approved by a number of relevant regulatory authorities; for instance, the NHS Research Ethics Service.

A small number of research projects are undertaken that involve a retrospective review of patient information. If you can be identified, this will only be done with your permission.

Otherwise, the information shared with researchers will not include personal details so that patients cannot be identified in any way.

## How you can help us to keep your information / health records accurate?

Let us know when you change address or name.

Keep a note of your unique NHS number.

Tell us if any information in your record is incorrect.

Give your consent so that we can share information about you to make sure you receive the right healthcare.

Tell us if you change your mind about how we share the information in your record.

Tell us if your next of kin / nearest relative changes.

Tell us if you no longer wish to share your information with a named family member.

## Useful contacts

### Information about EPUT

To request information about EPUT please visit our website at: [www.eput.nhs.uk](http://www.eput.nhs.uk) or contact us at:

#### Trust Head Office

The Lodge  
The Lodge Approach  
Runwell  
Essex  
SS11 7XX

**Tel: 0300 123 0808**

### Your Records

Contact the Head of Records Management at EPUT for more information about access to records:

#### Access to Records Team

Mental Health Unit  
Basildon Hospital  
Nethermayne  
Basildon  
Essex  
SS15 6NL

**Tel: 01268 246873 / 246889**

### Patient Advice and Liaison Service (PALS) & Complaints:

The Lodge  
The Lodge Approach  
Runwell  
Essex, SS11 7XX  
Email: [epunft.pals@nhs.net](mailto:epunft.pals@nhs.net)

**Tel: 0800 085 7935**



# Privacy and Confidentiality

To find out more about your information rights, contact:

## The Information

### Governance Service

Email: [epunft.info.gov@nhs.net](mailto:epunft.info.gov@nhs.net)

Phone: **01268 407737 / 01375 896063**

## The Legal Department

Email: [epunft.legal.@nhs.net](mailto:epunft.legal.@nhs.net)

Phone: **01268 407724**

Or alternatively:

## The Information

### Commissioner's Office

Wycliffe House  
Cheshire SK9 5AF

Helpline: **08456 30 60 60**

Website: [www.ico.gov.uk](http://www.ico.gov.uk)

## Patient Experience Team

If you have any concerns or need advice about accessing NHS services, you can speak in confidence to the Patient Experience Team on **0800 085 7935** or you can email [epunft.pals@nhs.net](mailto:epunft.pals@nhs.net)

This leaflet can be produced in large print, CD, Braille and other languages on request.



Essex Partnership University NHS Foundation Trust regards equality and diversity as integral to the way it works. Our staff will ensure that everyone is treated fairly and no one is discriminated against on the basis of their ethnicity, gender, disability, age, sexual orientation and religion or belief.

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