

# Information about you

## What you need to know

Plain English, large print version

## What information is kept about me?

Every time you see a doctor or go to hospital, they must keep 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 on a secure computer system and may include x rays, photos and image slides (MRI and CT).

## 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 the right information to look after you.
- This information is ready if you see another doctor or be referred to another hospital.
- Your care team make sure you are getting the best care.

## Protecting your Privacy and Information

The Trust has to keep the highest level of confidentiality by law. Confidentiality means to keep something private.

There are strict rules about keeping records on computer and paper, so that they are secure and only the people who involved in your care are able to access them.

The Trust takes this responsibility very seriously and has to comply with the law.

Data Protection Bill, General Data Protection Regulations 2018, Freedom of Information Act 2000 and common law duty of confidentiality are some of the laws.

## 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;
- all the information is available should you see another doctor or be referred to a specialist another part of the NHS;
- staff are able to look back at the care they have given 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 information that tells others who you are, will be removed from any information used in these situations. This is what anonymised means.

**If anything to do with research would require you to provide any extra information about yourself, you will be asked by us to see if you want to take part.**



## Special Situations

Sometimes, we have a duty by law to give information about people without asking for their consent (permission) we shall do so but we will only give the smallest amount of information needed and will, wherever possible, tell you.

These special situations are things like:

- someone has been born;
- reporting some infectious diseases;
- telling the police someone has been shot;
- when a court orders us to do so;
- when a serious crime has happened;
- 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 because they are not old enough or well enough;
- when it is required by the law, e.g. under the Children's Act 2004; Criminal Justice Act 1987, etc.
- it is necessary for the purposes of preventative medicine or the provision of health and social care or treatment, e.g. Health Information Exchange.

Your records are not kept forever.

When they become too old they are destroyed

## Who will we share your information with?

To make sure you receive all the care and treatment you need, we may need to tell other healthcare staff and organisations who may be involved in looking after you and your 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 private information will be shared with your carer or your guardian (you are normally a member of family) as you are under their responsibility.

**Currently, parents or legal guardians have the right to access their child's records, if the child is under 16. You can ask us not to give your parent or guardian access to your record, if the child is under 16.**

**If you are under 16, you can ask us not to give your parent or guardian access to your record.**

But this **will only be allowed** when you can be considered old enough to decide for yourself.

**We can give your carer the leaflet that explains this information in much more detail.**

## What rights do I have?

- ask for the details of anyone who may have been written in your records;
- expect your personal information to be kept private (confidential) and safe at all times;
- discuss your information rights with the Trust including the sharing of your record and withdrawal of that consent.

You can choose not to be part of the Trust's research.

This will not affect your care.

Research is used to make our services and care better. The only time your choice to not share your information may not be allowed, would be if there were concerns for your safety, another person's safety or if the law required the information.

## 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 wrong.

Tell us if we are allowed to share information about you to make sure you receive the right healthcare.



Tell us if you change your mind.

Tell us if your named carer or guardian changes.

Tell us if you do not want anyone else to know about your care.

If you need any help with any of the information you have read or have had explained to you in this leaflet, please ask your care worker or you can write or call the numbers in the next section.

## 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**

**Data Protection Officer Email: [epunft.dpo@nhs.net](mailto:epunft.dpo@nhs.net)**

### **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: 0303 123 1113**

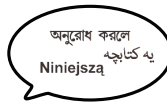
Website: [www.ico.gov.uk](http://www.ico.gov.uk)



## 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](tel:08000857935) 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,

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