



Saffron Health Partnership  
At the heart of the community

## How we use your Health Records

# Better Information, Better Health

**This leaflet explains:**

- **Why the NHS collects information about you and how it is used.**
- **Who we may share information with.**
- **Your right to see your health records and how we keep your records confidential.**

## **Why we collect information about you**

In the National Health Service we aim 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 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 clinical visits
- Notes and reports about your health
- Details 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

### **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, and**
- **Show you what they have recorded about you, if you ask**

## **How your records are used**

The people who care for you use your records to:

- Provide a good basis for all health decisions made in consultation with you and other health care professionals
- Deliver appropriate health care
- Make sure your health care is safe and effective, and
- Work effectively with others providing you with health care

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

- Check the quality of health care (such as clinical audit)
- Protect the health of the general public
- Keep track of NHS spending
- Manage the health service
- Help investigate any concerns or complaints you or your family have about your health care
- Teach health workers and
- Help with research

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 personal 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 pass on the information

## **Regular publications and information for the public**

- Guidance and information leaflets relating to the clinical services and health services we provide

## **Complaints**

- How to make a complaint
- Who to contact to make a complaint

## **Policies and procedures**

- General policies and procedures including:

- ◇ complaints policy
- ◇ confidentiality
- ◇ data protection
- ◇ health and safety

## **This publication scheme**

- Changes to the scheme
- Criteria on which information management policies are made in the practice
- Proposed changes and additions to publications already available
- Referral point for all enquiries regarding information management generally in the practice

## **Cost of information**

Details of any charges for providing information

## **Useful Resources**

- List of useful websites
- List of useful publications

## **How we keep your records confidential**

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

### **We have a duty to**

- Maintain full and accurate records of the care we provide to you
- Keep records about you confidential and secure
- Provide information in a format that is accessible to you (e.g. 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
- We ask and you give us specific permission
- We have to do this by law
- We have special permission for health or research purposes, or
- We have special permission because the interests of the public are thought to be of greater importance than your confidentiality.

**Our guiding principle is that we are  
holding your records in  
STRICT CONFIDENCE**