

Who Are Our Partner Organisations?

The principle partner organisations, with whom information may be shared:

- Strategic Health Authorities
- NHS Trusts
- Primary Care Trusts
- General Practitioners (GPs)
- Ambulance Services
- Mental Health Trusts

Subject to strict agreements describing how it will be used, your information may also be shared with:

- Primary Care Agents
- Social Services
- Education Services
- Local Authorities
- Voluntary Sector Providers
- Private Sector Providers

This leaflet has been produced by the local Dudley NHS and Social Services organisations. In working together in this way, we hope that everyone who uses our services will have clear and consistent advice about how we use and safeguard your information.

The organisations participating in this initiative are:

- Dudley PCT
- Dudley Group of Hospitals
- Dudley & Walsall Mental Health Partnership Trust
- Dudley Social Services



How To Access Your Health and Social Care Records

The Data Protection Act 1998 allows you to find out what information is held about you on computer and in certain manual records. This is known as “right of subject access”. It applies to your health and social care records. If you want to see them you could make a written request to the organisations where you are being, or have been, treated. The written request should include:

- Your full name.
- A clear description of what information you would like, for example if you require information related to a hospital visit it may be useful to provide the dates of the visit.
- Your address and any other information that may provide useful in locating your information, such as your date of birth.
- A forwarding address for correspondence.

You are entitled to view your records and if you wish, receive a copy but you should note that a charge will usually be made. You should also be aware that in certain circumstances your right to see some details in your health records may be limited in your own interest or for other reasons.

Further Information

Speak to your Health or Social Care Professionals if you wish to know more about how we use your information. You can also contact the Data Protection Officer of the organisation – such as the Social Services, Hospital, clinic, GP surgery – where you are being treated. A leaflet produced by Dudley Social Services is also available which explains how your information is used. Contact Barry Hutchinson on 01384 812418.

If you would like a large print version of this leaflet please ring Dudley Primary Care Trust on 01384 366078.

How We Use Your Information

Looking after Confidential Personal Information



This leaflet explains why information is collected about you and ways in which this information may be used.

Why We Collect Information About You

The health and social care professionals caring for you, keep records about your health and any treatment and care you receive. These help ensure that you receive the best possible care from us. They may be written down (manual records), or held on a computer. These records may include:

- Basic details about you; such as address, telephone number and next of kin.
- Contacts we have had with you; such as clinic visits or home visits.
- Notes and reports about your health, any treatment you may need and the care you may need; such as doctors notes and medication reports.
- Details and records about the treatment and care you receive; such as hospital care.
- Results of investigations; such as X-rays and laboratory tests.

How Your Records Are Used to Help You

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

- Your doctor, nurse or any other professionals involved in your care have accurate and up-to-date information to access your health and decide what care you need when you visit in the future
- Information is available about you should you need to see another doctor, specialist consultant or Social Services Professional.
- There is a good basis for accessing the type and quality of care you have received
- Your concerns can be properly examined if you need to complain.

How Your Records Are Used to Help Us

Your information may also be used to help us:

- Look after the health of the general population
- Pay your GP, dentist and hospital for the care they provide.
- Audit NHS and Social care financial accounts and patient services
- Investigate complaints, legal claims or untoward incidents by patients or staff.
- Make Sure our Services can meet patient needs in the future.
- Prepare statistics on performance.
- Review the care we provide to ensure it is of the highest standard to you.
- Teach and train Health and Social Care professionals.
- Conduct Health and Social Care research and development.

Some of the information will be held centrally, but where this is used for statistical purposes every care is taken to ensure that individual patients cannot be identified. Statistical information where patients cannot be identified may also be passed to organisations with a valid interest, including universities, community safety units and research institutions.

Personally identifiable information may be used for essential NHS and Social Care purposes. These may include research and auditing services. This will only be done with your prior consent unless the law requires information to be passed on to improve public health.

How We Keep Your Records Confidential

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

You may be receiving care from several organisations including the NHS, Social Services and voluntary organisations. We may need to share some information about you so we can all work together for your benefit. We will only ever use or pass on information about you if professionals involved in your care have a genuine need for it. We will not disclose your information to organisations such as the police without your permission unless there are exceptional circumstances, such as when the health or safety of others is at risk or where the law requires information to be passed on.

Anyone who receives information from us is also under a legal duty to keep it confidential.

We are required by law to report certain information to the appropriate authorities. Occasions where we must pass on information include:

- Notification of new births
- Where we encounter diseases which may endanger the safety of others, such as meningitis or measles etc
- Where a formal court order has been issued.

Our guiding principle is that we are holding your records in strict confidence.

