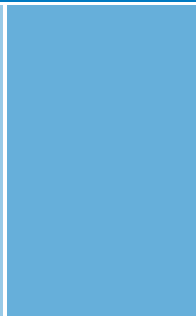


Patient Confidentiality



Why we ask for information
about you, what we do with it
and how we share it

Your information

As a patient of ours, you will be giving us information about yourself and your condition which could be of a sensitive nature and which you may not wish to be widely known. We need to collect and record that information to help us provide you with the best care.

Your information will need to be shared with the health professionals who are directly involved in your care, but some of it will also need to be seen by administrative and financial staff. **Everyone working in the NHS has a legal duty to keep information about you confidential.**

As healthcare professionals, we take confidentiality very seriously. We have policies and procedures in place to make sure information about you is managed carefully.

We have a duty to:

- Ensure all involved in your care know about you and your condition
- Maintain full and accurate records of the care we provide to you
- Keep all records about you accurate, confidential and secure

Why is information collected about you?

We must keep records about you, your health and the care we have provided to you:

- To give you the best possible healthcare and treatment
- To help manage and plan services for you
- To help monitor and evaluate services
- To help with teaching and research
- To avoid delays in searching for your medical records
- To identify what types of illness the general public suffers from and to plan better care (this information is sometimes passed for entry to national registers e.g. the diabetic register, cancer register, transplant databases)

What information might you be asked for?

- Your personal details
- Your physical health
- Your mental health
- Treatments you have received.

If you are uncertain why a question is relevant to your healthcare, please ask a member of staff to explain this.

Where is the information kept?

Some information is kept in written records and some is kept on computer records. Sometimes information is kept both ways. All computers are password controlled. All records are normally stored in secure areas when not in use.

All personal information either on computers or in written records is protected by the Data Protection Act 1998.

How is your information shared and with whom?

Most information is only passed to healthcare professionals involved in your care.

They will use this to:

- Provide a good basis for all health decisions made about you
- Make sure your care is safe and effective

You may be receiving care from other people as well as the Trust. So that we can all work together for your benefit, we may share some information about you to help this.

For example:

Your General Practitioner (GP), staff at another specialist hospital, a pharmacist dispensing drugs for you, or a radiologist reporting on your x-rays.

Anonymous statistical information is also used to plan and pay for our services, for research and in surveys.

For example:

Surveys about infection. You will be asked before you are included in any survey, so you always have the option not to take part.

The Department of Health needs to identify what types of illness the general public suffers from to plan public health care. This information is sometimes entered on to national registers e.g. the diabetic register, cancer register, transplant databases.

Confidentiality

Confidentiality is your right

Information about you as an individual belongs to you and you are able to have access to your records if you request to see them. You have the right to confidentiality under the Data Protection Act 1998, the Human Rights Act 1998 and the Common Law Duty of Confidence.

All NHS employees have a confidentiality clause within their contract and have a legal duty to keep information about you confidential. Anyone who receives information from us is also under a legal obligation to keep it confidential.

The NHS has prepared a 'Care Records Guarantee' that explains the approach that the NHS takes in managing your records. This is available on the NHS website.

Information about you will only be shared outside of the NHS after asking your permission. This means that if those who care about you phone us about you while in Hospital, we need your permission to tell them. Staff will ask you the names of the people you would like to know about your condition. They will also ask if there is anyone who may call who you would not like information to be given to.

We will assume you are happy for staff to share information about you, unless you specifically request us not to do so.

Exceptions

We only share information about you if there is a genuine need for it and it is in your interests. Whenever we can, we will remove details which identify you.

As with any rules there may be exceptions. We may have to pass on your details during a public health emergency or to the police when ordered to do so by a court.

Sometimes the law requires us to pass on information, e.g., to notify a birth or particular diseases. Sometimes we need to share information without your consent, if by not doing so, there is a probable risk of serious harm to an individual or to the rest of the community at large.

If your information needs to be used for reasons other than direct care, e.g. surveys or medical research, we will ask you first.

Other information uses

If your information is used for teaching purposes steps are taken to prevent identification.

Your records will also be used to help investigate any concerns or complaints you or your family have about your healthcare.

The Caldicott Guardian

This is the individual who has responsibility for ensuring confidentiality throughout the James Paget University Hospitals NHS Foundation Trust.

The Medical Director is the Caldicott Guardian of our Trust and can be reached via the Trust switchboard if you need to contact them on 01493 452452.

Questions?

If you have any questions about your information or about confidentiality, or if you require this leaflet in another language or in a large print, please contact our PALS service:

by telephone on - 01493 453240

by fax on - 01493 453086

by email at - PALS@jpaget.nhs.uk

Contacts

www.connectingforhealth.nhs.uk

www.jpaget.nhs.uk



The hospital is able to arrange for an interpreter to assist you in communicating effectively with staff through INTRAN. If you need an interpreter or a person to sign, please let us know.

If you require a large print version of this booklet, please contact PALS on 01493 453240