How we keep your records confidential

Everyone working for the NHS has a legal and contractual duty to keep information about you confidential in line with the NHS Confidentiality Code of Practice. We also have information security and data protection policies to safeguard your information.

Our duties are to

- Maintain full and accurate records of the care we provide to you
- Keep records about you confidential, secure and accurate (including after you die)

You can find out more about how your records are kept confidential on our website.

Access to your Health Records

If you want to see or obtain a printed copy of your records speak to the healthcare professional treating you or contact the Practice Manager at your local surgery.

Please note you may have to pay to get a copy of the records, and if you are asking for someone else's records you will need to provide evidence that you are authorised to do so on their behalf.

If you have concerns about what information is held or shared about you, or want to change or correct information in your record please discuss this with your GP or another member of the practice team. If, after discussion, you wish to restrict or prevent use of your information outside of the practice please tell them and they will make the necessary arrangements.

Visit our website to find out more about record sharing in the West Leicestershire area.

www.westleicestershireccg.nhs.uk/recordsharing

How we use your personal health records



A guide to why the NHS keeps your records, how we use them and how we keep them confidential

Why does the NHS need to hold records on me?

In the NHS we always aim to provide you with the highest possible quality health care. As part of this it is important that we keep comprehensive up to date records about you, which can either be kept in writing or stored on our computer systems.

The kind of information that we keep in our records may include:

- Basic details about you, such as address, date of birth, next of kin
- When we have seen or had contact with you
- Notes and reports about treatment you have received and care you need
- Results e.g. x-rays, blood tests and screening including evaluations of your health risk
- Relevant information from people who care for you and know you well, such as health professionals and relatives

This information allows medical professionals to see the full picture of your individual health care needs and make sure you receive the right treatment, first time.



How your records are used to help you

With your consent, relevant parts of your named health record can be shared to help other professionals to provide the right care for you. For example, if you have to visit an accident and emergency department, if the doctor is able to view your health records, they can be sure they understand enough about your medical history, current medication and treatment to treat you safely and effectively.

Other professionals who could ask to view your records include community nurses, ambulance services or social care workers. You will be asked for your consent before anyone is able to view these records, unless you are unable to make such a choice through incapacity or severe injury.

We may also use information in your records, in a non-identifiable form, to help us plan your future healthcare need. This might include identifying risks to help prevent illness in the first place, planning for extra services in your area and helping people to plan, buy and keep track of health services.

Any sharing of your named record will be in line with the NHS Code of Practice for Confidentiality, which you can find out more about on our website.

We will never share your information with other third parties, such as insurance companies, without your explicit consent.