

Patient Information Leaflet

Confidentiality and Use of Information Information for Patients

Produced By: The Information Governance Department

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Confidentiality and use of patient information

As part of the Isle of Wight NHS Trust, we collect and hold information about you to enable us to provide you with the correct care and treatment. The information will be kept on a computer (electronically) or on paper (manually) or both. Any information forms part of what is called your 'Health record' and will be kept in case we need to see you again. We take the issues of confidentiality and privacy very seriously. This leaflet tells you more about the information we hold about you and how it is used.

Storing Information

We record information about you and your healthcare, for example:

- Your name, address and date of birth
- Your GP and your preferred contact
- Your symptoms, previous illnesses and diagnosis

We may use the information for a range of purposes. These include:

- Providing you with the appropriate health care and treatment, both now and in the future
- Sharing with other professionals, including your GP, who are involved in your care
- Helping staff to review and improve the quality of care and treatment
- Training and educating staff
- Managing and planning the work of the Trust and NHS services
- Looking after the health of the general public
- Medical research that has been approved by the local Ethics Committee.

Sharing Information

Any sharing of sensitive personal information is strictly controlled by law.

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

You may be receiving care from other services as well as the NHS. So that we can all work together, we may need to share some information about you. This may include your GP, Dentist, Social Services or other health professionals.

We will only ever use or share information about you if there is a genuine and justified need for it, which is in your own and everyone's interests and we will usually discuss this with you first.

Whenever possible, we will remove details which identify you. The sharing of some types of very sensitive information is strictly controlled by law.

We are required by law to notify the government of certain diseases (e.g. meningitis) for public health reasons or to notify other events such as births and deaths.

In exceptional circumstances information could be released to the police in assisting with the investigation of a serious crime.

Limited information is shared with health authorities (including Clinical Commissioning Groups) to help them organise national programmes for public health and to monitor NHS activity (e.g. waiting list targets).

Some data is collected by central registries or the Department of Health for managing, planning and improving NHS activities. This information is not used to make any decisions about the treatment or care you receive from us.

The Trust may process patient information via secure transfer to overseas services when necessary.

We are sometimes asked for medical reports by solicitors. In these cases we will always require the patient's written consent for us to disclose the information.

Where information is used for research projects, we will ask for consent if we need to use information that clearly identifies you.

Accessing your own information

Under the Data Protection Act 1998 you have a right of access to your own electronic and paper records which we hold. You will need to put any such request in writing and you can request a copy of the application form from the Information Governance Department. We are allowed to charge a fee to cover our administrative and copying charges.

Information Technology and Security

People are often concerned about the security of computers and networks and who has access to their Health Records. The Trust has very strict rules about who can and cannot have access and access is always on a 'need to know' basis which is strictly controlled. Our computers and networks are protected against hackers and unauthorised access. Any information about you that is sent electronically to someone involved in your care will only be sent over a secure NHS connection. There is a nationwide network dedicated to the NHS that operates to a strict Code of Connection governing how networks are managed and ensuring personal information sent over them is protected.

Would you like to know more?

If you would like to know more about how we record or use your information please contact the Information Governance Department on 01983 822099 extension 2078 or 5677 or write to:

Information Governance Department
St Mary's Hospital
Newport
Isle of Wight
PO30 5TG

If you require this leaflet in another language, large print or another format, please contact the Quality Team, telephone 01983 534850, who will advise you.

Valuables should not be brought into the hospital. If patients have to bring in valuable items they should ask a nurse to store them safely and request a receipt for the items. You may not be able to have the valuable items returned if the time of discharge from hospital is out of hours.

We are sorry but the Trust cannot accept responsibility for loss or damage to items not given for safe keeping.

You can get further information on all sorts of health issues through NHS interactive available through Sky TV or online at: <http://www.nhsdirect.nhs.uk/>

For health advice and out of hours GP service please call the NHS 111 service on 111

We Value Your Views On Our Service

If you wish to comment on the care which you, your relative or friend has received, we will be pleased to hear from you. Please speak to the person in charge of the ward, clinic or service in the first instance or ask them to contact the Quality Team. If you wish to contact them directly, telephone 534850.

Alternatively you may prefer to write to:

Chief Executive
Isle of Wight NHS Trust
St Mary's Hospital
Newport
Isle of Wight
PO30 5TG

All NHS sites are no smoking areas.

If you would like help and advice to stop smoking please call: Freephone 0800 169 0 169 to talk to the NHS Smoking Helpline.

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