

We may also share your information, subject to strict agreement about how it will be used, with:

- Social Services
- Education Services
- Local Authorities
- Voluntary Sector Providers
- Private Sector Providers

We may also use external companies to process personal information, such as for archiving purposes. These companies will be bound by contractual agreements to ensure information is kept confidential and secure in compliance with the Data Protection Act 1998.

The Data Protection Act 1998 requires organisations to lodge a notification with the Information Commissioner to describe the purposes for which they process personal information. The details are publicly available from the Information Commissioner's office at:

Wycliffe House

Water lane, Wilmslow  
Cheshire, SK9 5AF

Telephone: 01625 545745

Fax: 01625 524510

[www.informationcommissioner.gov.uk](http://www.informationcommissioner.gov.uk)

## The NHS Care Records Service

Patient-centred care requires information to follow the patient so that it is available wherever and whenever it is needed.

The NHS Care Records Service, when fully introduced over the coming years, will allow this to happen. For the first time, information about patients will be mobile - as patients are themselves - and not remain in filing stores in the buildings where treatment or care has been received.

This means, for example, that if someone from Lancashire is seriously injured while on holiday in Devon, they can be treated by a local Doctor with immediate access to the patient's medical records (access to patient records will be on a strict need-to-know basis).

The Doctor can be informed of any drug allergies and previous treatments, ensuring that life-saving treatment can begin immediately. Further information will be released prior to commencement of the NHS National Care Records Service in your area.

## GP2GP

GP2GP enables your Electronic Health Records (EHRs) to be transferred directly from one GP practice to another should you move. This electronic transfer will be more accurate and secure than the transfer of paper-based records.

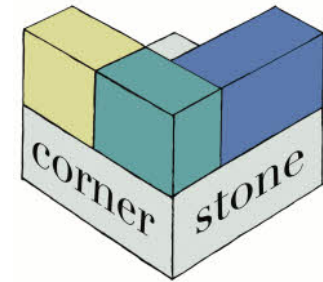
The time it takes your new practice to receive your paper-based record from the time it is requested can be anything from a few weeks to a few months. As a result, your new practice often does not have the benefit of the old record when you attend for your first consultation. Once received, it can be very time-consuming for your new practice to key in the summary of the record into its own clinical system.

GP2G2, on the other hand, enables an almost instantaneous transfer of your records. As a result, GPs and their teams will be able to provide you with a safer and more efficient service.

## Further information

If you would like further information on any issue in this leaflet, contact:

**MRS E. BRADLEY**  
**THE CORNERSTONE PRACTICE**  
**SHADSWORTH SURGERY**  
**SHADSWORTH ROAD**  
**BLACKBURN**  
**BB1 2HR**  
Tel: 01254-665664  
Fax: 01254-844561



# HOW WE USE YOUR HEALTH RECORDS

*This leaflet explains:*

**why the NHS collects information about you and how it is used**

**your right to see your health records**

**how we keep your records confidential**

## Why we collect information about you

Your Doctor and the team of Healthcare Professionals caring for you keep records about your health and any treatment and care you receive from the NHS. These records help to ensure that you receive the best possible care. They may be written down (manual records) or held on computer and may include:

- Basic details about you, such as address, date of birth, next of kin
- Contact we have had with you such as clinic 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

Some of this 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. If we cannot use anonymous information, we may use personally identifiable information for essential NHS purposes such as research and auditing. This information will only be used with your consent, unless the law requires us to pass on the information to improve public health

## How your records are used

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

Your Doctor, Nurse or other Healthcare Professionals involved in your care have accurate and up-to-date information to assess your health and decide the most appropriate care for you

There is a good information base for healthcare professionals, such as pharmacists, to assess and help improve the type and quality of care you receive

Your concerns can be properly investigated if a complaint is raised

We will ensure that appropriate information is available if you see another Doctor, or are referred to a specialist or another part of the NHS.

## How you can access your health records

You have a right of access to the information we hold about you on our records:

Your request must be made in writing to the Practice Manager. For information from the Hospital or the PCT you should write direct to them

There may be a charge to have a printed copy of the information held about you

We are required to respond to you within 40 days

You will need to give adequate information (for example full name, address, date of birth, NHS number etc.) so that your identity can be verified and your records located

If you think anything is inaccurate or incorrect, please let us know.

## How your records are used to help others

Your information may also be used in the following ways:

To help protect the health of the public

To help us manage the NHS, by being used to:

Pay your GP, Dentist, and hospital for the care you receive

Audit NHS accounts and services

Investigate patient queries, complaints and legal claims

Make sure our services can meet patients needs in the future

Prepare statistics on NHS performance

Review the care we provide to ensure it is of the highest standards

The following will be with your consent:

To help in health research and development

To help teach Healthcare Professionals

## Coping Letters to Patients

Patients now have a right to a copy of any letter written about them from one healthcare professional to another. If you would like to receive a copy of your letter inform the Doctor during your appointment.

## Freedom of Information Act 2000

If you want any information about the organisation, which is not personal data, please ask a member of staff or write to us at the address overleaf.

## How we keep your records confidential

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

You may be receiving care from other people as well as the NHS (e.g. Social Services). We may need to share some information about you with them so we can all work together for your benefit. We will only ever pass information about you to

They have a genuine need for it

We have your permission

We will not disclose your information to a third party without your permission unless there are exceptional circumstances, such as when the health and safety of others is at risk or if the law requires us to pass on information. Anyone who receives information from us has a legal duty to keep it confidential.

## Who are our partner organisations?

We may share information with the following main partner organisations:

Health Authorities

NHS Trusts

Primary Care Trusts

Ambulance Services