

## 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 Data Controller, for information from the Hospital or your GP 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.

## What shall I do if my details change?

It is important that you tell the person treating you if any of your details such as your name or address have changed or if the date of birth that we have for you is incorrect.

## Copying Letters to Patients

Patients 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 the 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.

## Notification

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.

This information is publicly available at the Information Commissioners Office at:

Wycliffe House,  
Water lane  
Wilmslow,  
Cheshire,  
SK9 5AF

Telephone: 01625 545745

Fax: 01625 524510

[www.ico.org.uk](http://www.ico.org.uk)

## Who is the Data Controller?

The Data Controller, responsible for keeping your information confidential is:

**Wigan Borough Clinical  
Commissioning Group**



## 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 NHS 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. These records may include:

- Basic details such as name, address, date of birth and 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 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.

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

## Why do we use your information?

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

- Your doctor or other healthcare professional involved in your care has 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

Your information may also be used to:

- Help protect the health of the public
- Help us manage the NHS, providing evidence of treatment given, so that we receive the payment from those commissioning the service
- Audit accounts and services
- Plan services to meet your health care needs
- Review of care to ensure high standards are met
- Review your care to ensure you are receiving the best treatment
- Prepare statistics for NHS performance

We will seek your consent, if appropriate, for your information to be used:

- For health research and development
- To help teach healthcare professionals

## Who do we share your information with?

We may share information with the following main partner organisations:

- NHS hospital Trusts and other care providers
- General Practitioners (GPs)
- Ambulance Services
- Clinical Commissioning Groups
- NHS England
- NHS Commissioning Support Units
- External organisations providing healthcare services to the NHS

We may also share your information with:

- Social Services
- Education Services
- Local Authorities
- Voluntary Sector Providers
- Private Sector Providers
- Police and Judicial Services

We may also use external companies to process personal information, such as for archiving purposes. These companies are bound by contractual agreements to ensure information is kept confidential and secure.

## How we keep your records confidential

Staff working for the NHS have a legal duty to keep personal information confidential.

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 it is required by law.

Anyone who receives information from us has a legal duty to keep it confidential.