

How do I apply for access to my health records under the Data Protection Act 1998?

You have the right to ask for a copy of all your health records. An administration fee may be charged if applicable. The maximum you can be charged is £50

If you wish to view a record, an appointment will be arranged with you to attend the Medical Records Department. There will be no charge for this unless the last entry is older than 40 days

You must apply in writing (a form can be provided for this purpose) to:

The Health Records Manager

E-mail: Health.Records@ngh.nhs.uk

Tel: (01604) 545505

If you do not understand the record or find a mistake

Put your question or request in writing, it will be referred to the appropriate clinician to provide an answer or explanation. Corrections to the records may be requested and, if these are agreed, they will be noted in the records.

Contact Information

If you have any queries regarding this leaflet or require further information on how your personal information is used, please contact the Information Governance Manager on (01604) 523881.

Useful Links

<https://ico.org.uk/for-the-public/>

<http://www.northamptongeneral.nhs.uk/AboutUs/DataProtection.aspx>

Other information

Northampton General Hospital operates a smoke-free policy. This means that smoking is not allowed anywhere on the Trust site, this includes all buildings, grounds and car parks.

Leaflets, information, friendly advice and support on giving up smoking and on nicotine replacement therapy are available from the local Stop Smoking helpline on 0845 6013116, the free national helpline on 0800 0224332, e-mail: smokefree@northants.nhs.uk and pharmacies.

Car parking at Northampton General Hospital is extremely limited and it is essential to arrive early, allowing ample time for parking. You may find it more convenient to be dropped off and collected.

This information can be provided in other languages and formats upon request including Braille, audio cassette and CD. Please contact (01604) 544516 or the Patient Advice & Liaison Service (PALS) on (01604) 545784, e-mail: pals@ngh.nhs.uk

Northampton General Hospital NHS Trust, Cliftonville,
Northampton NN1 5BD. Tel: (01604) 545505.

www.northamptongeneral.nhs.uk

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MEDICAL RECORDS DEPARTMENT

PATIENT INFORMATION



Health Records - Your Rights

This leaflet explains why we collect information or records about you and how those records are used to help you and the NHS to provide the best possible care

**Northampton
General Hospital**

NHS Trust



It is important that you provide accurate information when you visit the hospital. Please advise us of any changes to your address, contact numbers and GP

What is my health record and what is it used for?

Every time you come into hospital we may record information about you. This may be electronically or manually by doctors, nurses and other healthcare professionals in order to help us provide you with healthcare services. We keep information about you in order to have a complete and continuous record of your past and present treatment. **It is also our standard practice to send you a copy of any letters we produce about your care. Please tell your healthcare professional if you do not wish to receive a copy.**

Types of information collected include:

- Basic details such as address and next of kin;
- Results of investigations, x-rays and tests;
- Details about the treatment and care you receive, from the Trust and other relevant health professionals.

All staff are bound by a strict code of confidentiality. Staff involved in your care share information as necessary on a "need to know" basis

Other uses of your information may include:

- Review the care we provide to ensure we maintain high standards and quality.

- Guide our decisions on how to manage NHS resources so that they can best support the needs of the local community now and in the future
- Conduct health research and development of services for the benefit of our patients and the Trust.
- Identify risks of particular diseases and conditions to provide preventative services and meet statutory reporting obligations
- Audit of and prepare statistics on our performance, accounts and services. Clinical audit uses clinical information which does not contain your personal details to monitor and improve the quality of care in the future. This data may be audited by clinicians not directly involved in your care or by clinical audit staff. Information which could identify you as an individual will not be used. If you wish to withdraw permission to use your data as part of routine clinical audit, please tell a member of staff and ask for this to be recorded in your notes and that they notify the clinical audit department of your NHS number
- Shared with other organisations involved in your care. You would normally be informed if this is the case
- To investigate complaints, legal claims and untoward incidents
- Where we are legally obliged to disclose or when a court orders us to do so

What is the NHS Care Record Guarantee – our duty to you as a patient?

The NHS Care Record Guarantee sets out 12 commitments for protecting and safeguarding patient information. 3 of the commitments are:

Commitment 4

No-one else can make decisions about sharing information about you on your behalf. However, if you are not able to make decisions about sharing information a senior healthcare professional involved in your care may consider it to be in your best interests to share information. This judgement should take account of the views of relatives and carers and any views you have already recorded.

Commitment 5

Sometimes your healthcare will be provided by members of a care team, which might include people from other organisations such as social services or education. We will tell you if this is the case. When it could be best for your care for your health information to be shared with organisations outside the NHS, we will agree this with you beforehand. If you don't agree, we will discuss with you the possible effect this may have on your care and any alternatives available to you.

Commitment 6

Usually you can choose to limit how we share the information in your care records which identifies you. In helping you decide, we will discuss with you how this may affect our ability to provide you with care or treatment, and any alternatives available to you. Sometimes special permission will be given to use your information without your consent. This permission would be agreed by the hospital's Medical Director (Caldicott Guardian).