

Your information your rights

Why we keep information about you

Username

Password

Remember me

Sign In

We must keep good records of your care and treatment with us to ensure:

- Health care professionals can assess your health care needs and provide appropriate treatment and support
- Health care professionals can work effectively with others providing you with care
- We can assess the quality of care you have received
- Your concerns and complaints can be properly Investigated.

Your information might also be used to help us with the improvement of services including planning, training, research and helping with the review of your care.

If your information is used for research or audit, we will remove your name and any details which could identify you. If we need the information in a form that identifies you, we will ask for your permission first. If you refuse we will not use your information and this will not affect your treatment.

How we record your information

The records we keep are in paper and electronic formats. As a Trust, we are working towards the development of one electronic patient record. This has significant benefits to the care which we can provide for you, as it ensures all staff working with you can access up-to-date information.

How we keep your information safe

We have a legal duty to keep records secure, confidential and accurate. Paper records are held in locked cabinets and rooms. Access to electronic records is controlled by strict management of role-based access.



All staff members who access our systems are bound by legal, professional and contractual requirements to maintain confidentiality of information. Staff may only access information where they are involved in the care of an individual. A further security measure we use is an audit facility in our electronic patient record system which allows us to see if anyone has accessed a record without authority.

The Caldicott Principles

The Caldicott Principles are guidelines on how information is handled across the NHS. There are seven Principles that we must follow to ensure that information that can identify a patient is protected and only used when it is appropriate to do so. The Caldicott guidelines state:

For every use of personal data we must justify the purpose. Don't use patient identifiable information unless it is necessary.

Use the minimum necessary patient-identifiable information. Access to patient identifiable information should be on a strict need-to-know basis.

Everyone with access to patient identifiable information should be **aware of their responsibilities**

Understand and comply with the law. The organisation must ensure that everyone handling patient information complies with the law.

The duty to share information can be as important as the duty to protect patient confidentiality. Professionals may need to share information with other professionals for the best interests of the patient.

Confidentiality and sharing

We have a legal duty to keep your information confidential. We may need to share information about you with the professionals involved in your care, including those from our Trust and other agencies, so we can all work together for your benefit and give you the best possible treatment.

The information you give us will be available to everyone involved in your care. If you have any concerns about this, please speak to the person responsible for your care. You do have a right to object to us sharing your information in certain circumstances. We will record your objection. However we may still be required to share this information if it is deemed to be in your best interests and for the delivery of patient care.

We will only disclose your information to someone not involved in your care in exceptional circumstances, such as when the health or safety of others is at risk, or where the law requires us to pass on information. An example of this is to report infectious diseases, or where a formal court order has been issued.

Carers and relatives will often be involved in the care of service users. With your consent, we will share information with your relatives or carers, but this will be limited to what they need to know to support you. If you do not give your consent, we will only share information if there is a really urgent or important need to do so in the public interest.

We may also need to use and share your anonymised information for management reasons. This could be to plan a service, organise funding etc. If for any reason we are asked to share information which identifies you, but which does not relate to your care, we will ask you for consent before doing so. This type of data use will only happen on rare occasions.

How we share your information

Depending on the circumstances we will share your information by writing to others involved in your care, via telephone calls and meetings, or by copying your care plan to them. Staff members involved in your care share information about your care and treatment through the use of our electronic patient record.

How to access your records

You have the right under the Data Protection Act 2018 to find out what information we hold about you and to access your records.

If you wish to access your records, please contact the person in charge of your care or contact our Records Management Team on **01332 389131** or dhcft.accesstohealthrecord@nhs.net. You will be asked to complete an application form. Alternatively, you can complete an on-line form at: www.derbyshirehealthcareft.nhs.uk/contact-us/patient-record-requests. Or you can print off a form and post this to us.

An administration fee may be charged, depending on the nature of the request.

Please let us know if you need any support or advice when you access your records.

If you are a parent or guardian of a child under 13 or a child 13-16 that is not competent to give consent to medical treatment, you can ask to see their medical records in the same way.

The people responsible for your care may decide that seeing your records might be detrimental to your physical or mental health. In this instance, you may only be shown certain parts of your records. Information which relates to a third person may be withheld but information provided about you by a third party will usually be disclosed.

You also have a right to be copied into letters written about you if you wish. Please ask for further information from the person in charge of your care.

If you think the information in your medical records is incorrect, please speak to the health professional concerned to raise your concerns and ask them to amend the record. If you are unable to reach agreement, the Trust will include a statement in your record stating that you think this part of the record is incorrect.

Your personal details

It is very important that we have the most current and accurate details about you. If you change your name or contact details, please remember to tell your care coordinator to update these details on your medical records.

Do you have any worries about how we hold and share your information?

If you have any concerns about your information being held or shared, please speak to the person responsible for your care immediately. We are able to provide an additional level of security so that any unauthorised staff attempting to access your record will create an alert and will be investigated.

Do you have any other questions?

If you have any queries or concerns about how we use your information, please speak to the staff involved in your care. More detailed questions about how we use your information which cannot be discussed or resolved by a member of staff can be discussed with the Patient Experience Team. You can contact the Patient Experience Team at:

Patient Experience team
Derbyshire Healthcare NHS Foundation Trust
Room 162 Kingsway House East
Kingsway Hospital
Derby
DE22 3LZ
Tel: 01332 623751 or 0800 027 2128
Email: dhcft.patientexperience@nhs.net

You can also contact the Trust's Data Protection Officer at:
The Data Protection Officer
IM&T & Records Department
Derbyshire Healthcare NHS Foundation Trust
Kingsway House East Wing Room 017,
Kingsway Hospital,
DE22 3LZ
Telephone: **(01332) 623700** Email: dhcft.dpo@nhs.net

If you are still not satisfied with the outcome, you have the right to complain to the Information Commissioner at:

The Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

Cheshire SK9 5AF

For further information, you can visit their website at:

www.ico.gov.uk

This information is available in other languages, formats and large font. Please ask for a translation.

If you would like this information in a different language or format please contact Dhcft.communications@nhs.net

إذا كنت تريد هذه المعلومات بلغة أو تنسيق مختلف برجاء الاتصال بن

Dhcft.communications@nhs.net

如果您想要将本信息用其他语言或格式显示，请联系

Dhcft.communications@nhs.net

Si vous souhaitez recevoir ces informations dans une autre langue ou un autre format, veuillez contacter Dhcft.communications@nhs.net

अगर आप यह जानकारी अलग भाषा या स्वरूप में चाहते हैं तो कृपया संपर्क करें Dhcft.communications@nhs.net

Jeżeli chcieliby Państwo otrzymać kopię niniejszych informacji w innej wersji językowej lub w alternatywnym formacie, prosimy o kontakt z Dhcft.communications@nhs.net

ਜੇ ਤੁਸੀਂ ਇਸ ਜਾਣਕਾਰੀ ਨੂੰ ਹੋਰ ਭਾਸ਼ਾ ਜਾਂ ਫਾਰਮੈਟ ਵਿਚ ਚਾਹੁੰਦੇ ਹੋ ਤਾਂ ਕਰਿਪਾ ਕਰਕੇ ਸੰਪਰਕ ਕਰੋ Dhcft.communications@nhs.net

اگر آپ کو یہ معلومات کسی مختلف زبان یا وضع میں مطلوب ہو تو بر

راہ مہربانی رابطہ کریں Dhcft.communications@nhs.net