

## What else?

You can have a say in how the NHS uses information about you. If you do not wish personal data to be used or shared in the way that is described in this leaflet or on the Trust website ([www.uhnm.nhs.uk](http://www.uhnm.nhs.uk)), please discuss the matter with us.

## Notification

The Data Protection Act 2018 requires organisations to lodge a notification with the Information Commissioner to describe the purposes for which they process personal information. The details and further information (such as postal address) are publicly available from the Information Commissioner's office at [www.ico.gov.uk](http://www.ico.gov.uk).

## Contact us

The data controller is responsible for keeping your information confidential and can be contacted on **01782 676778**.

If you have any queries or need further information please contact us on **01782 676441** or email us at **[infogovuhnm@uhnm.nhs.uk](mailto:infogovuhnm@uhnm.nhs.uk)**

Or write to us at

**Data Security and Protection Department**  
**Royal Stoke University Hospital**  
Yoo Building, Newcastle Road  
Stoke-on-Trent ST4 6QG

University Hospitals of North Midlands   
NHS Trust



## Patient Information Leaflet

# How we use your Personal Information

**Please speak to a member of staff if you need  
this leaflet in large print, braille, audio  
or another language**

## Introduction

This Leaflet explains why the NHS collects information about you and how it is used, your right to see your health records and how we keep your personal information confidential.

## What information is collected about me?

Records of your treatment and care are kept electronically and on paper. Information includes:

- Personal details about you, such as name, address, date of birth, ethnicity and religion, NHS number and next of kin.
- All contact details; including mobile and land-line telephone numbers.
- Notes and reports by staff about your health and details and records of your treatment and care.
- Results of investigations, X-rays, laboratory tests etc.
- Relevant information about people that care for you and basic details about associated people e.g. children, partners, carers, relatives etc.

## How is the information used?

- To provide you with safe and effective care and treatment both now and in the future.

This system was introduced because of a number of patients failing to attend their appointment and as a result financially impacted on the Trust.

If you choose not to utilise this method of communication, the Trust will continue to contact you by letter.

## Communication by email

If a patient or their representative requests to be contacted by email, the Trust will ask you to use an encryption method (which means that the e-mail traffic from the Trust to the patient has security built in). Unencrypted email is not recommended as the Trust cannot guarantee the security of the information.

The Trust will only agree to using an unencrypted method if the patient formally agrees when all necessary identity checks have taken place. Agreement will need to be in writing and will be recorded and the team will provide further information about this.

## Freedom of Information Act

If you want any information about the organisation, which is not personal data, please write to us or email [FOI@uhn.nhs.uk](mailto:FOI@uhn.nhs.uk).

## NHS Care Record Guarantee

The Care Record Guarantee is our commitment that we will use records about you in ways that respect your rights and promote your health and wellbeing.

Further information is available on the Trust website

## How can I access my health record?

The Data Protection Act gives you a right to access the information we hold about you on our records.

Any requests for information held by the Trust must be made in writing to the Health Records Department at the Trust.

## How do I keep my information up to date.

If you consider that any part of the information held in your record is inaccurate, you can apply to have this corrected. If the Trust are in agreement, the alteration will be made. If the Trust do not agree that the information is incorrect, a note will be made of the information you consider to be inaccurate and you will be given a copy of either the correction or the note.

## Outpatient Clinic Reminders

Appointment and personal data may be used to remind you of any outpatient appointments you may have. This is carried out based on the information which is held on your record and will only be successful if the information you have provided us with is up to date.

No sensitive information is transferred by this method. You can if you wish opt out of this service by contacting the Patient Advice and Liaison department (PALS).

- To support you to manage your own care and involve you in the decisions about you.
- To look after the health of the general public, using statistical information.
- To manage and plan the work of the NHS.
- To help staff review the care they provide e.g. clinical audit.
- To train and educate staff. You have the choice whether you wish to be involved or not..
- To carry out research approved by the Health Research Authority in which you will always be asked for your consent to use your information. You will not be identified in any published results without your agreement.
- To Investigate any complaints, legal claims or serious untoward incidents.

## How we protect your information.

Your personal information is safeguarded by the Data Protection Act 2018. We manage it, use it, transfer and share it in accordance with the legislation. Further information about how we use your information is available on the Trust website [www.uhnm.nhs.uk](http://www.uhnm.nhs.uk).

When sharing information, the Trust will always follow information security guidelines, including where we are asked to transfer, or share, information abroad, both inside and outside of the EU.

If requests come from patients who have emigrated, the Trust will ensure that any transfers are made in accordance with the Data Protection Act (2018) and the EU General Data Protection Regulations.

### When might you need to share my information and with whom?

Information is only shared in the best interests for your care.

Information that identifies you to anyone outside of your direct care team without your permission will not be shared, unless there are exceptional circumstances. These may include when there is serious risk of harm to yourself or others or where the law requires it.

#### We may also share your information with:

- Direct care organisations.
- Other Hospitals .
- GPs.
- Ambulance Service.
- Social care.
- Care Homes & Hospices.

You will be **asked for consent to share identifiable information** with **non-care** organisations which will be subject to strict agreement about how it will be used,. These may include:

- Voluntary services.
- Education Services.
- Housing Departments.
- Sure start teams.
- The police.
- Government departments.

Sometimes, **information is shared without consent** when the reasons for disclosure are so important that they override the obligation of confidentiality. These may include:

- To prevent someone from being seriously harmed.
- By Court Order or under an Act of Parliament because there is a statutory or other legal basis for the disclosure.
- The advice of specialist staff e.g. Caldicott Guardian (CG) is also sought prior to making disclosures in the public interest. The CG is a very senior, clinical employee of the Trust whose job is act is to make sure that all requests for information meet the duty of confidentiality.
- Audit and management of untoward incidents where these are carried out by people who have a legitimate relationship for that person's care.