

# Patient Information Guide

## What happens to information held about you?



**Your sexual health**  
Where to go for help and advice

**Outpatients  
Department**

## **Why keep computerised and paper records about you?**

- Clinical information is held about you to ensure clinicians have a comprehensive, complete and continuous record about your past, current and future health needs and treatment.

## **Legal Responsibilities**

- The Data Protection Act 1998 gives you, the patient (known in the act as the Data Subject) various rights
- Anyone else who received information from us about you is also under a legal duty to keep it confidential
- A breach of confidentiality or the Data Protection Act 1998 will result in the Trust or in some cases the General Medical Council taking disciplinary action
- The Trust actively implements and regularly audits security measures to ensure your information is safe

## **Your rights under the Data Protection Act 1998**

- You have a right to see information held about you (see Subject Access)
- You have the right to prevent the use of your information if it is likely to cause distress.
- Unless there is legal obligation for the information to be shared.
- You have the right to seek compensation if you suffer damage due to the way information about you is used.
- You have the right to ask for a record to be corrected if you believe factual information is wrong.
- Your rights are shown in the Data Protection Act 1998.

## **How to access your records — subject access**

- The patient (under the act known as the Data Subject) must request access to their information in writing
- Access to Health Records Officer will:
  1. Deal with the access request or
  2. Request more detail from the subject to ensure she is dealing with the correct patient
  3. Charge up to £50, depending on the size and complexity of the request
  4. Request that the fee is paid prior to the patient receiving the information the Trust holds on them
  5. Comply with the request within 40 days of receipt of the fee

## What else can your information be used for?

You may also be receiving care from other people as well as the NHS. So that we can all work together for your benefit, we may need to share some information about you. It may be shared with other professionals involved in your clinical care and, if necessary, other agencies such as social services.

Some health information may be used for other reasons: to help us protect the health of the general population; to help run the NHS efficiently; to plan for future service development; or to help train and develop our staff.

### Other Uses:

- It will be used for clinical audit following or during a consultation or treatment
- Clinical Audit reviews current standards of patient care against accepted best practice
- Audit results are discussed by clinicians to make improvements to patient care. Audit results can be published and/or presented, but always in an anonymised format so that individual patients cannot be identified
- Your information could be used for research.
- Research seeks to investigate new treatments, interventions and management procedures so that patient care outcomes are continually improved.
- Your information is sometimes passed for entry to national registers eg/ the diabetic register, cancer register, transplant databases and other national and local data bases are held (sometimes at other sites) about various illnesses.
- Your information is used to help manage the NHS. It is passed in an anonymised format and in some cases in an identifiable format for national and local returns. These returns are interrogated for waiting times, quality of information and care and treatment information.

## For further information about this service contact:

Information Governance  
Cambridgeshire Community Services NHS Trust  
Unit 3, Meadow Park  
Meadow Lane  
St Ives  
Cambridgeshire  
PE27 4LG

Contact: 01480 308203  
Email: [CCS-TR.accesstorecords@nhs.net](mailto:CCS-TR.accesstorecords@nhs.net)

If you require this information in a different format such as in large print or on audio tape, or in a different language please contact the service on the details above.

If you have any concerns about this service or suggestions for improvements, contact our Patient Advice and Liaison Service on Freephone 0800 013 2511 or email: [ccs-tr.pals@nhs.net](mailto:ccs-tr.pals@nhs.net).

For free, confidential health advice and information 24 hours a day, 365 days a year please contact NHS 111.