

Accessing your records

You also have the right to apply for access to the information we hold about you or your child. Access covers:

- The right to obtain a copy of your information in permanent form
- The right to have the information provided to you in a way you can understand (and explained where necessary, eg abbreviations).

Requests must be in writing and we can provide a form which is also available on our website www.epsom-sthelier.nhs.uk/access-to-health-records to assist you in providing us the information we require to fulfill your request.

You can contact the Subject Access Team by telephone on 01372 735935/5936 or by post:

Data Protection
Medical Records
Epsom Hospital
Dorking Road
Epsom, Surrey, KT18 7EG

There is no charge for providing your information except under certain circumstances.

You have the following rights regarding how we use your information.

The right:

- To be **informed** – this leaflet and others together with our privacy notice on our website

- Of **access** – subject access requests (SAR)
- To **rectification** – to have errors corrected
- To **erasure** – only applies in certain circumstances
- To **restrict processing** - only applies in certain circumstances
- To **data portability** – only applies under certain circumstances
- To **object** – on “grounds relating to your particular situation” – only applies under certain circumstances
- Rights related to automated decision making.

Please see our website for further information or the Information Commissioners website www.ico.org.uk

More information including our privacy notice is available on our website: www.epsom-sthelier.nhs.uk/your-information-and-what-you-should-know

You can also speak to the Patient Advice and Liaison Service (PALS) on 020 8296 2508 (St Helier) or 01372 735243 (Epsom) or by email to est-tr.PALS@nhs.net.



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*Great care to every patient,
every day*



**Patient
confidentiality:
How we use your
information**

Patient confidentiality – how we use your information and your rights under data protection law

We are committed to ensuring your details remain confidential at all times.

We will only ask for the information we need, and only keep it as long as we need to.

Using your information

Your information is used to ensure that:

- Staff caring for you have up to date and accurate information to help them decide the best possible care and treatment needed for you
- We can keep you informed and contact you in relation to your care and treatment
- There is an accurate record for looking back and assessing the type and quality of care you have received
- We can make care services and treatments meet the needs of local communities.

Sharing your information

The sharing of sensitive personal information is strictly controlled by law. Generally your information will only be seen by those involved in providing or administering your care.

Information about you will only be passed on when it is needed to help with your care. This may include:

- Your GP, pharmacy and other hospitals
- Out of hours medical services
- Ambulance services
- NHS common services agencies such as dentists and ophthalmic services
- Local authority departments, including social services, education and housing
- Voluntary sector providers who are directly involved in your care
- Private sector providers (eg private hospitals, care homes, domiciliary care agencies, hospices, contractors providing services to the NHS).
- With your consent, information can be shared with relatives, partners, friends or carers if it will assist with the planning and quality of services.

Sharing your information – statutory duty to share

There are times when we may be required by law to share your information without your permission. These may include:

- Where there is a serious risk of harm or abuse to you or other people
- Where a serious crime, such as assault, is being investigated or where it could be prevented
- Notification of new births
- Where we encounter infectious diseases that may endanger the safety of others, such as meningitis or measles (but not HIV/AIDS)
- Where a formal court order has been issued
- Where there is a legal requirement, for example if you had committed a road traffic offence.

Information passed on for any reason other than direct patient care will normally have individual patient details removed. There may be exceptions to this - please see our website www.epsom-sthelier.nhs.uk/your-information-and-what-you-should-know for more information.