

SEEING YOUR HEALTH RECORDS

You have the right to see the information we hold about you. This includes paper records and those held on a computer.

There are exceptions:

- if disclosing information may cause serious harm to you or other people
- information from a third party will not be disclosed if we do not have their consent
- where it would be unlawful to disclose information. For example, during legal proceedings.

All requests for access must be made in writing on an "Application for Access to Medical Records" form which will be provided on request by the practice.

The form must be fully completed and accompanied by a £10 fee, which is non-refundable, should the request be declined.

CAN I APPLY FOR SOMEONE ELSE

Yes, if you have their written agreement, or:

- you are a parent or guardian, a representative, advocate, or appointed by a court, or
- you are the personal representative of someone who has died.

We will send you an 'Access to Health Records' application form which you will need to complete and send it back to the Practice Manager.

HOW QUICKLY WILL MY APPLICATION BE DEALT WITH

We will provide your records as quickly as possible, and always within 40 days of receiving your completed application.

We can only release the requested information if we are satisfied you are the applicant, or have a legal right to the records.

IS THERE A CHARGE FOR ACCESSING YOUR RECORDS

A payment towards our costs may be required. We will tell you if there is going to be a charge. It will not be more than £50.

A response will be provided as soon as possible and in any event within 40 days. Where an application is declined, a reason will be given. In some circumstances, some parts of your record may be withheld.

This leaflet is to tell you about information governance and how information may be used within the NHS and the law. If there is anything you would like clarification or more information on within this leaflet please as to speak to Trudy Carter, Practice Manager

**Budleigh Salterton
Medical Centre**

**YOUR
INFORMATION**



January 2016

**1 The Lawn
Budleigh Salterton
Devon, EX9 6LS**

**Tel: 01395 441212
Fax: 01395 441244**

KEEPING INFORMATION ABOUT YOU

Budleigh Salterton Medical Centre keep records about your health and any treatment and care you receive. This helps to ensure you get the best care from us. The records may be written down, or held on a computer.

Our electronic system for recording your care and treatment is SystmOne.

The records should include:

- your personal details, name, address, date of birth, NHS number and next-of-kin
- contact we have had with you, such as clinic visits and appointments
- notes, letters and reports about your health and your treatment and care
- results of investigations such as x-rays and laboratory tests
- relevant information from other health professionals, relatives or those who care for you and know you well

RESEARCH

The practice sometimes recruits patients for research studies supported by the Primary Care Research Network.

All studies have been approved by a NHS Research Ethics Committee.

If you are invited to participate in research there is no obligation to do so and if you decline this will not affect your treatment in any way.

Anonymised data may be used for research that is in the best interests of patients and the NHS

HOW YOUR RECORDS ARE USED TO HELP THE NHS

Your information may also be used to help us:

- Assess the health needs of registered patients and the population in general
- Ensure our services meet the needs of our patients in the future
- Review the care we provide to ensure it is of the highest standard
- Teach and train health professionals
- Conduct health research and development
- Ensure that payment for services is received
- Investigate complaints or untoward incidents

USING YOUR RECORDS TO HELP YOU

We use the records to help plan and guide your care. They also help to ensure:

- A single electronic care record enables your care team to work more effectively. Doctors, nurses and other health professionals working with you have accurate and up-to-date information
- appropriate information is available if you see another doctor, or are referred to a specialist or another part of the NHS
- there is a good basis for assessing the type and quality of care you have received
- we can investigate your concerns, if you need to complain.

KEEPING YOUR RECORDS CONFIDENTIAL AND SECURE

We hold your records in strict confidence and with a high level of security. Everyone working for the NHS has a legal duty to keep information about you confidential and secure.

You may also receive care from other people, such as Social Services. We may need to share some information about you so we can all work together for your benefit.

We only use or pass on information about you if others involved in your care have a genuine need for it.

Your information will not be passed to anyone else without your permission, except in exceptional circumstances. For example, if the health or safety of others is at risk or if, by law, we have to pass it on.

If we have to disclose your information we will ensure it is kept secure.

Anyone receiving information from us also has a legal duty to keep it confidential and secure.

We also want to ensure your information is accurate and up-to-date. For example, it is important we have the correct contact and treatment details for you. We regularly check the information we have to see if we can make any improvements or amendments.

You have the right to restrict disclosure of all or some of the information we hold about you. Your health professional will record any restriction and agree with you when this should be reviewed.