

# Patient Information Service

This leaflet explains why information is collected about you and the ways in which this information may be used

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## Your information – what you need to know

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## **Why we keep information about you**

**Your doctor, nurse and other healthcare professionals caring for you keep records about your health and any treatment and care you receive from the National Health Service. These help to ensure that you receive the best possible care from us. They may be written down (manual records), or held on a computer. The records may include:**

- Basic details about you, such as address, mobile phone number, email details and next of kin
- Contacts we have had with you, such as clinic visits
- Notes and reports about your health and any treatment and care you need
- Details and records about treatment and care you receive
- 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
- Your ethnic origin, to help the planning of services.

## **How your records are used to help you**

**Your records are used to guide and administer the care you receive to ensure that:**

- Your doctor, nurse or other healthcare professionals involved in your care have accurate and up-to-date information to assess your health and decide what care you need when you visit in the future

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- Full information is available should you see another doctor, or be 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 contact you by your preferred method regarding your care. (Please let your care team know how you would or would not like to be contacted)
  - Your concerns can be properly investigated if you need to complain.

## How your records are used to help the NHS

Your information may also be used to help us to:

- Look after the health of the general public
- Pay your GP, dentist and hospital for the care they provide
- Audit NHS accounts and services
- Investigate complaints, legal claims or untoward incidents
- Make sure our services can meet patient needs in the future
- Prepare statistics on NHS performance
- Review the care we provide to ensure it is of the highest standard
- Teach and train healthcare professionals
- Conduct health research and development.

Some of this information will be held centrally, but where this is used for statistical purposes stringent measures are taken to ensure that individual patients cannot be identified.

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Anonymous statistical information may also be passed to organisations with a legitimate interest, including universities, community safety units and research institutions.

Where it is not possible to use anonymised information, personally identifiable information may be used for essential NHS purposes. These may include research and auditing services. This will only be done with your consent, unless the law requires information to be passed on to improve public health.

## **How your records are used to help you**

**Everyone working for the NHS has a legal duty to keep information about you confidential.**

You may be receiving care from other people as well as the NHS (like social services). We may need to share some information about you so we can all work together for your benefit. We will only ever use or pass on information about you if others involved in your care have a genuine need for it.

We will not disclose your information to third parties without your permission, unless there are exceptional circumstances, such as when the health or safety of others is at risk or where the law requires information to be passed on.

**Anyone who receives information from us is also under a legal duty to keep it confidential.**

We are required by law to report certain information to the appropriate authorities. This is only provided after formal permission has been given by a qualified health professional. Occasions when we must pass on information include:

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- Notification of new births
  - Where a formal court order has been issued
  - Where we encounter infectious diseases which may endanger the safety of other, such as meningitis or measles (but not HIV/AIDS).

**Our guiding principle is that we are holding your records in strict confidence.**

## **Who are our partner organisations**

**The principal partner organisations, with whom information may be shared:**

- NHS Trusts
- General Practitioners (GPs)
- ambulance services.

**Your information may also, subject to strict agreements describing how it will be used, be shared with:**

- other primary care organisations
- social services
- education services
- local authorities
- voluntary sector providers
- private sector providers.

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## How we keep your records confidential

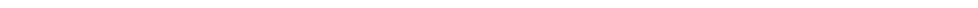
This leaflet has been compiled by various local health organisations which treat and care for people within the Essex area health community. In working together in this way, we hope that everyone who uses our services will have clear and consistent advice about how we use and safeguard your information.

### **If you have any questions or concerns please contact:**

Information Governance Coordinator  
Southend University Hospital NHS Foundation Trust  
Prittlewell Chase  
Westcliff-on-Sea  
Essex, SS0 0RY

**01702 435555**





# Patient Information Service

If this leaflet does not answer all of your questions, or if you have any other concerns please contact the information governance coordinator on: **01702 435555**.

[www.southend.nhs.uk](http://www.southend.nhs.uk)

For a translated, large print or audio tape version of this document please contact:

**Patient Advice & Liaison Service (PALS)**

**Southend University Hospital NHS Foundation Trust**

**Prittlewell Chase**

**Westcliff-on-Sea**

**Essex, SS0 0RY**

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