

## Who are our partner organisations?

**These are our principal partner organisations, with whom information may be shared:**

- ◆ Health authorities
- ◆ NHS trusts
- ◆ General practitioners (GPs)
- ◆ Ambulance services
- ◆ Out of hours service providers

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

- ◆ Social services
- ◆ Education services
- ◆ Local authorities
- ◆ Voluntary sector providers
- ◆ Private sector providers
- ◆ Insurance companies
- ◆ Solicitors

## How can I get access to my health records?

The General Data Protection Regulation (GDPR) allows you to find out what information about you is held digitally and in certain manual records. This is known as "right to access" and applies to your health records.

If you want an electronic copy of your health records, you need to make a formal request in writing to the NHS organisations where you are being or have been treated. You should also be aware that there can sometimes be circumstances in which your right to see certain details in your health records is limited, either in your own best interests or for other reasons.

## The Shared Patient Record

A national computerised NHS Care Record is being developed. This will contain a summary of your current prescriptions, significant medical conditions and allergies.

Further information is available from:

[www.mayflowermedicalcentre.co.uk](http://www.mayflowermedicalcentre.co.uk)

Patients can opt out of the Summary Care Record and / or the Care Data by letting us know.

Simply complete form below and hand it into reception.

I would like to opt out of: (please circle)  
Summary Care Record and / or Care Data

Name: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

DOB: \_\_\_\_\_



## YOUR INFORMATION



## WHAT YOU NEED TO KNOW

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

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## How your records are used to help you

**Your records are used to guide clinical professionals in the care you receive to ensure:**

- Your doctor, nurse and all other healthcare professionals involved in your care have accurate and up-to-date information
- Full information is available if you see another doctor or are referred to a specialist
- There is a good basis for assessing the type and quality of care you have received
- Your concerns can be properly investigated if you need to complain

## Why we collect information about you

**The medical professionals caring for you keep records about your health and any treatment or care you receive from the NHS. They may be written down as manual records or held on a computer. These records may include:**

- Basic details about you, such as address and next of kin
- Contact we have had with you, such as clinic visits
- Notes and reports about your health and any treatment and care you have received
- Details and records about the treatment and care you receive
- Results of investigations, such as x-rays and laboratory tests
- Relevant information from hospitals and other healthcare professionals

## How your records are used to help the NHS

**Your information may also be used to:**

- Assess the needs of the general population
- Ensure our services can meet patient needs in the future
- Review the care we provide to ensure it is of the highest standard
- Teach and train healthcare professionals
- Conduct health research and development
- Audit payments to GPs
- Prepare statistics on NHS performance
- Investigate complaints, legal claims or untoward incidents

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

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

In situations when 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 we keep your record confidential

**Everyone working for the NHS has a legal duty to keep your personal data confidential**

You may be receiving care from other organisations as well as the NHS, such as social services). We may need to share certain 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 to see 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:

- Notification of new births
- When we encounter infectious diseases that may endanger the safety of others, such as meningitis or measles (this does not include HIV / AIDS)
- When a formal court order has been issued

**Our guiding principle is that we hold your records in the strictest confidence.**