

How do I access my health record?

The Data Protection Act 1998 gives individuals or their authorised representative the right to apply to see their health records.

If you wish to access your health records held at any of the Trust's health centres, clinics or other sites, please write to us with:

- proof of your identification;
- proof of your home address;
- the name of the service involved;
- the approximate dates when you received treatment;
- any other information that will assist us in locating your information.

If you are seeking copies of your child's health records, you will also need to supply proof of the child's identity and your parental responsibility.

The Access to Health Records Act 1990 allows us to share health records about a deceased person with a patient's personal representative or any person who may have a claim arising out of that patient's death. A personal representative is the executor or administrator of the deceased person's estate.

If you are requesting information about a deceased person's health records you will need to supply a copy of their death certificate and proof that you are the executor or a beneficiary within the last will and testament.

To request health records, please write to:

Information Governance Team,
Central London Community Healthcare NHS Trust,
Christopher Ward, St Charles Centre for Health & Wellbeing,
Exmoor Street, London W10 6DZ

or email: clchig@nhs.net

Freedom of Information Act 2000

What is the Freedom of Information Act?

It is a law that gives individuals the right to request information from public services. The aim of the Act is to promote trust and confidence in public services by providing clear information and being open about what we do.

What information is available?

You can obtain corporate information about the business processes of the Trust. A lot of information is available through our publication scheme on our website at **www.clch.nhs.uk**. The scheme contains a guide to the types of information we have already made available or intend to make available in the near future.

How do I request information?

If you cannot find the information you require on our website or in our publication scheme, please write to us. Please include your name and address so that we can contact you. You do not need to tell us why you want the information but you must give us enough details about what you require to allow us to correctly identify and find it.

Please send your request to:
Information Governance team,
Central London Community Healthcare NHS Trust, Christopher Ward, St Charles Centre for Health & Wellbeing, Exmoor Street, London W10 6DZ or email **foi.request@clch.nhs.uk**

This leaflet is available to you in other languages.

Our Trust - If you are interested in becoming a member of our Trust please contact your healthcare professional. Membership is free and provides an exciting opportunity for us to build closer links with the community and ensure that as many people as possible have the chance to have their say in the future planning of the service. Please send an email to **clchmembership@nhs.net** or phone us on **0800 169 6134**.

Central London Community Healthcare NHS Trust provides community healthcare in the boroughs of Barnet, Hammersmith and Fulham, Kensington and Chelsea, and Westminster. We provide healthcare services to almost 1 million people across a range of locations including patients' homes, GP surgeries, walk-in centres and schools.

For more information visit **www.clch.nhs.uk** or call **020 7798 1300**.

Keeping your Information safe

PATIENT CONFIDENTIALITY



Why we collect your information

We need to collect information about you in order to provide your healthcare. This is so healthcare staff caring for you have a record about your health and are able to provide you with the best possible treatment. This information may be stored manually in a paper record or electronically on a computer system. Your record will include the following information:

- facts about you, such as name, address and date of birth
- NHS number and next of kin
- contacts we have had with you, such as appointments and test results
- things you have told us about your health
- the professional opinion of the staff caring for you.

Sharing your information

To save you having to give your information every time you receive care services, we will routinely share your information with other health and care agencies caring for you. The first time we see you we will ask your permission. However, if you decide that you do not want us to share your information you will still receive the care you need, but you will need to give this information to everyone who needs it to care for you. If you are not happy to share your information please speak to your healthcare professional.

We use your records to:

- review the care we provide to ensure it is of the highest standard
- plan our services for the future
- train and educate our staff
- summary care records (scrs) provide healthcare staff treating patients in an emergency or out-of-hours with faster access to key clinical information.

With your consent, information can be shared with relatives, partners or friends who act as a carer for you.

Sharing your information without consent

We will usually tell you before we share your information. However, there are times when we may need to share your information without your consent, for example:

- where there is a risk of harm to you or other people
- where a serious crime, such as assault, is being investigated or where it could be prevented
- to control infectious diseases such as meningitis, tuberculosis (TB) or measles
- notification of a birth
- where the courts have made a formal order in relation to a court case
- where there is a legal requirement, for example a road traffic offence has been committed.

Sharing information with other organisations

When information is shared, it is passed securely and kept confidentially by the people who receive it. It will only be used for the purpose it has been shared for.

This includes providing:

- GPs with updates on your treatment plans
- local authorities where health and social care teams work together
- other NHS organisations where you have treatment.

We may also share anonymised information with organisations that help plan local health and care. Identifiable information personal to you is removed before sharing.

These include:

- local authorities, for example social services, childrens services, housing and benefit offices
- your local pharmacy
- Clinical Commissioning Groups (CCGs)

Protecting your personal information

Everyone working in the NHS has a legal duty to maintain the highest level of confidentiality. Generally, your records will only be seen by those involved in providing your care. Some administrative processes require information that may identify you; however many of these processes will use anonymous information.

CLCH makes sure all of our staff receive regular training in information governance. This raises awareness of the importance of confidentiality. Every NHS Trust has a senior member of staff who is responsible for protecting the confidentiality of all patient information and making sure it is only shared when it is right to do so. This person is called the Caldicott Guardian. At CLCH this is our Medical Director.

If you have any questions or concerns in regard to the security and management of your personal information, please do not hesitate to contact us using the contact information provided on the back of this leaflet.