



How we use your Health Records

Better information, better health

This leaflet explains:

- Why Care & Custody (Health) collects information about you and how it is used
- Who we may share information with
- Your right to see your health records and how we keep your records confidential

Why we collect information about you?

We aim to provide you with a high quality of health care. To do this we must keep records about you, your health and the care we have provided or plan to provide to you.

These records may include:

- Basic details about you, such as address, date of birth, next of kin
- Previous contact we have had with you
- Notes and reports about your health and well being
- Details and records about your treatment and care
- Relevant information from people who care for you and know you well, such as health professionals and relatives

It is good practice for healthcare professionals who provide care to:

- Discuss and agree with you what they are going to record about you
- Show you what they have recorded about you, if you ask

How your records are used

Care & Custody (Health) staff who care for you use your records to:

- Provide a good basis for all health decisions
- Allow you to work with those providing care
- Make sure your care is safe and effective
- Work effectively with others involved in providing you with care

Other Care & Custody (Health) staff may also need to use records about you to:

- Check quality of care (such as clinical audit)
- Protect the health of the general public
- Help investigate concerns or complaints you/your family may have about your health care

- Teach Care & Custody healthcare staff
- Help with research

Some information will be held centrally to be used for statistical purposes. In these instances, we take strict measures to ensure that individual patients cannot be identified.

We use anonymous information wherever possible, but on occasions we may use personally identifiable information for research and auditing. This information will only be used with, unless the law requires us to pass on the information.

Your Rights

You have the right to confidentiality under the UK General Data Protection Regulation (UK GDPR), the Human Rights Act 1998 and the common law duty of confidence (the Disability Discrimination and the Race Relations Acts may also apply).

Under the UK GDPR you have the 'Right to access' your personal data and ask for a copy of all records about you. This is known as a 'subject access request'.

- Care & Custody (Health) prefer requests made in writing, but you can also make a verbal request.
- We are required to respond to you within 30 days
- You will need to give adequate information (for example full name, address, date of birth etc.)
- You will be required to provide ID before any information is released to you.

For subject access requests:

Email: nelcsu.cchcaldicott@nhs.net

For complaints of concerns regarding how your personal data is processed:

The Information Commissioners Office:

W: ico.org.uk T: 0303 123 1113

Wycliffe House Water Lane Wilmslow Cheshire SK9 5AF. Email: casework@ico.org.uk

How we keep your Health Records Confidential

Everyone working for Care & Custody (Health) has a legal duty to keep information about you confidential.

We have a duty to

- Maintain full and accurate records of the care we provide to you
- Keep records about you confidential, secure and accurate

We **will not** share information that identifies you for any reason, unless:

- you ask us to do so;
- we ask and you give us specific permission;
- we have to do this by law;
- we have special permission for health or research purposes or
- we have special permission because the interest of the public are thought to be of greater importance than your confidentiality

Our guiding principle is that we hold your records in **STRICT CONFIDENCE**

See Mitie Privacy Policy for details:

www.mitie.com/footer-links/privacy/

Sharing Information

We may share information with the following main partner organisations:

- Police custody staff to keep you safe
- NHS Hospitals
- Special Health Authorities
- Ambulance Service
- Social Services
- Education Services
- Local Authorities
- Voluntary Sector Providers
- Other organisations involved in your care

Anyone who receives information from us also has a legal duty to **KEEP IT CONFIDENTIAL!**

If you need further information or assistance, please contact:

Care & Custody – A Mitie company
Pacific House
Atlas Business Park
Simonsway
Wythenshawe
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