

Who are our partner organisations?

The principal partner organisations with which information may be shared are:

- Strategic health authorities
- Other NHS trusts
- Primary care trusts
- General practitioners (GPs)
- Ambulance service

Relevant information may also be shared with the organisations below. Where this is done it will be either to benefit your treatment plan or to help plan future services for others. When this is done the information will be covered by a strict agreement describing how the information is to be used (an Information Sharing Protocol). We may also ask for your consent to share information with these providers.

- Social services
- Local authorities
- Education services, such as research at universities
- Voluntary sector providers, such as patient groups or health charities
- Private sector providers, such as care homes or drug companies

How you can get access to your health records

The Data Protection Act 1998 allows you to find out what information is held about you on computer and in certain manual records, including your health notes.

This is known as “right of subject access”. If you would like access to, or copies of, your records please write to the Health Records Manager at the address below.

You are entitled to receive a copy, but a charge will be made for administration. You should also be aware that in certain circumstances your right to see some details in your health records may be limited in your own interest (to prevent mental or physical harm), or for other reasons such as not revealing third party information.

Further information

If you would like to know more about how we use your information or if, for any reason, you do not wish to have your information used in any of the ways described in this leaflet, then please speak to your health care professional.

You can also contact the Information Governance Manager at the address below.

Information Department
Kingston Hospital NHS Trust
Galsworthy Road
Kingston upon Thames
Surrey KT2 7QB
Tel: 020 8546 7711
www.kingstonhospital.nhs.uk

If you would like this leaflet in your own language, in large print, in Braille or audiotape, please call 020 8934 2003.

Your information

Patient Information Leaflet



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

Living our values *everyday*



Why we collect information about you

We ask you for information about yourself so that you can receive proper care and treatment. We keep this information, together with details of your care, because it may be needed if we see you again, and allows continuity of care.

Our guiding principle is that we hold your records in strict confidence.

Information we collect includes:

- Basic details about you, such as your address and next of kin.
- Contacts we have had with you, for example clinic visits.
- Notes and reports about your health and any treatment and care you need.
- Results of investigations, for example x-rays and laboratory tests.
- Relevant information from other health professionals, relatives or those who care for you and know you well.

How your records are used to help you

- Your doctor, nurse or any other healthcare professional involved in your care needs to have accurate and up-to-date information to assess your health.
- A record of any treatment or care you receive in hospital needs to be kept, in case you return for further treatment.
- This information is available should you have to see another doctor at Kingston Hospital, or receive treatment elsewhere in the NHS.

- Your records are a good basis for hospital staff to assess the type and quality of care you have received.
- Your concerns can be properly investigated if you need to complain.

How your records are used to help the NHS

- Review the care we provide for you and other patients, to ensure it is of the highest standard.
- Makes sure our services can meet all patients' needs in the future.
- Teach and train healthcare professionals.
- Conduct health research and development.
- Makes sure your hospital gets paid for your treatment.
- Audit NHS services and accounts.
- Prepare statistics on NHS performance.
- Investigate complaints, legal claims or untoward incidents.

Some of this information will also be held centrally by the NHS where it is used for statistical purposes in order to plan ahead. Strict security measures are taken to ensure that individual patients cannot be identified.

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

Where it is not possible to use anonymous information, personally identifiable information may be used for essential NHS purposes such as

research and auditing. This will only be done with your consent, unless the law permits the information to be passed on to improve public health.

How we keep your records confidential

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

You may receive care from other people as well as the NHS (like Social Services). We may need to share some information about you so that 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 such as our partner organisations listed overleaf.

We will not disclose your information to third parties without your consent unless there are exceptional circumstances. These may be in situations when the health and safety of others is at risk, or where the law permits 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.
- Where we encounter infectious diseases which may endanger the safety of others, such as meningitis or measles (but not HIV/AIDS).
- Where a formal court order has been issued.