

How we use your health records

This leaflet explains some of the processes in place at One Health, including:

- Why we collect information about you
- How your records are used
- How we keep your records confidential
- Your rights
- Who we may share information with

If you believe any information we hold about you is inaccurate or incorrect, please inform us.

Why we collect information about you

We aim to provide you with the highest 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
- Contact we have had with you such as appointment
- Notes about your health
- Details and records about your treatment and care
- Results of x-rays, laboratory tests et
- Relevant information from people who care for you and know you well, such as health professionals and relatives.

We follow NHS best practice and will:

- Discuss and agree with you what we are going to record about you
- Give you a copy of letters we are writing about you; and
- Show you what we have recorded about you, if you ask.

How your records are used

We use your records to:

- Provide a good basis for any treatment or advice we provide to you
- Allow you to work with us when we provide treatment or advice
- Make sure your treatment is safe and effective, and the advice we provide is appropriate for you
- Work effectively with others providing you with treatment or advice.

How we keep your records confidential

We have a duty to:

- Maintain up to date and accurate records of the care we provide
- Keep records about you confidential and secure
- Provide information in a format that is accessible to you (e.g.in large type /Braille if you are partially sighted, different languages etc).

We will not share information that identifies you for any other reason, unless we have to e.g. by law or to prevent someone from being seriously harmed. Our overarching principle is that we are holding your records in strict confidence.

Who we share information with

We share information about you (when necessary) with the following organisations to ensure that your health care needs are fully supported and communicated:

- NHS commissioners of care – in particular the organisation that referred you to us for treatment
- Other providers involved in your care - such as another hospital or Community services.

Anyone who receives information from us also has a legal duty to keep it confidential.

Your rights

You have the right to confidentiality under UK Data Protection legislation and the Common Law Duty of Confidence. You have the right to know what information we hold about you, what we use it for and; if the information is to be shared, who it will be shared with. For further details on the information we hold about you and how to exercise your rights, please see the full version of our Privacy Notice on our website:

<https://www.onehealth.co.uk/assets/uploads/files/GDPR-How-we-use-your-data.pdf>

If you require this leaflet in a different format or you need further information or assistance, please contact our Data Protection Officer using the following details; call: 0114 250 5510 or visit: www.onehealth.co.uk