

Article 16 – Right to rectification

The people who we hold data about – including those who use our services, carers and employees – have the right to request the rectification of inaccurate personal data concerning them and to have incomplete personal data completed, including by means of providing a supplementary statement.

Credible health records, in particular, are an important aid in providing safe healthcare to the people who use our services. Records should reflect the observations, judgements and factual information collected by the contributing health professional. An opinion or judgement recorded by a health professional, whether accurate or not, should not be deleted as it may still be relevant. Retaining relevant information is essential for understanding the clinical decisions that were made and to audit the quality of care.

If the person feels that information recorded on their health record is incorrect, there should be an informal approach to the clinician concerned to discuss the situation in an attempt to have the records amended. This is particularly the case for demographic information such as name and address.

Where both parties agree that information is factually inaccurate it should be amended to display clearly the correction whilst ensuring that the original information is still legible. An explanation for the correction should also be added.

Where the person disagrees about the accuracy of any aspect of the entire health record (whether paper or electronic), we will enable the person to include a two-page statement to the effect that they disagree with the content. This will be uploaded to the electronic records and hard copy put in their paper records.

- The responsible health professional will check the person's statement and undertake an accuracy check of the statement and make a clinical opinion.

Where we have shared inaccurate data with a third party, (refer to [Article 19](#)) we have a legal obligation to inform the third party of the inaccurate data shared and provide them with an accurate copy of the person's statement. Further details are available [here](#).