

A photograph of two people in a professional setting. On the left, a man with glasses is shown in profile, looking towards the right. On the right, a woman with blonde hair is looking back at him. They appear to be in a meeting or consultation. The background includes a window with blinds and a poster on the wall.

Information sharing

- Why we keep records
- Our duty of confidentiality

For a better life



Why do we collect information about you?

It's so we can provide you with the best possible care. To do this, we need to keep and update records about the care we provide you.

How do we keep your records?

Your records may be on paper, but usually they will be held electronically.

Who can see and update my records?

Only the people who are helping and supporting you as part of your health and care will see or update your records.

This may be your doctor, carer, or the health worker that you see; and can include mental health social workers and some administrative staff. All are trained to make sure your records are updated accurately and are kept confidential so your privacy is protected.

Sometimes, to make sure you receive the best care from us, we work with teams from other health and care organisations. They may be charities, other health providers, the local council or police. We will ask you if it's ok to share some of your details with them. Remember, we will only share what is needed for your care.

Under the law, there may be times when we must share information but are not required to seek your consent. Such as:

- If there is a concern you are putting yourself, or another person (or child) at risk of serious harm
- Where we have been instructed to do so by the court or as part of the investigation of a serious crime
- If you are subject to the Mental Health Act, there are cases where your 'nearest relative' must receive information, even if you object
- For public health reasons or other legal reasons, we have to notify the relevant authorities e.g. certain infectious diseases.

How do I know my privacy will be kept?

We have a public duty under law to care for the people who use services and their personal health information.

- We work strictly within the guidelines set out by data protection legislation and the NHS, such as the NHS Caldicott Principles
- If any of our health care partners are not in the UK, we will tell you
- We will not share or sell your health records for marketing purposes or share them with third parties.

Why do you need to keep my records?

We have health records so we (and you) can see what is happening as part of your health and care support.

The information collected about you can also be used and provided to other organisations for purposes beyond your individual care, for instance to help with improving standards, planning for the future or research into new treatments.

Most of the time, anonymised data is used for research and planning so that you cannot be identified, in which case your confidential patient information isn't needed.

Confidential patient information is only used like this where allowed by law and you have a choice about whether you want your information to be used in this way. If you are happy with this you do not need to do anything. If you do choose to opt-out your confidential patient information will still be used to support your individual care. To find out more or to register your choice to opt-out, please visit www.nhs.uk/your-nhs-data-matters.

What is the legal basis for processing personal data?

The legal basis for the processing of personal data is that the NHS is an official authority with a public duty to care for its patients, as guided by the Department of Health and data protection law. The legislation says it is appropriate to do so for the health and social care treatment of patients, and the management of health or social care systems and services. Where we use your personal information for other reasons beyond those stated, we will discuss it with you. Additional details are available on our website at:

www.sabp.nhs.uk (search Sharing Your Information)

So, what is in my records?

We only record the key items for your health care, this will include details about you, such as:

- Your NHS number
- Your name and address
- Notes on care, treatment and support you are getting or have had
- When you were born
- Appointments or visits
- And who you have told us we can contact, in the event of an emergency.

How long will you keep my records?

We only keep your details for as long as necessary, which is set out under NHS guidelines: 'Records Management Code of Practice for Health and Social Care 2016'. A copy may be downloaded from our website, www.sabp.nhs.uk.

What are my rights about the information you hold on me?

You have a right to see all the records we hold about you (paper and electronic), unless:

- It has been provided by someone else and we don't have their permission to share it
- It relates to criminal offences, or the detection/prevention of crime
- It could cause harm (physical or mental harm) to you or someone else.

Under current data protection legislation, you have rights regarding your data/information:

- The right to be informed
- The right of access
- The right to rectification
- The right to erasure
- The right to restrict processing
- The right to data portability
- The right to object
- Rights in relation to automated decision making and profiling.

Further details about your data rights are available from the Information Commissioner's Office at www.ico.org.uk.

If you would like further details on how we use the information we keep about you, please ask your care co-ordinator.

Need more information?

- ▶ Your care co-ordinator may be able to help
- ▶ Our website (www.sabp.nhs.uk) contains more information on data protection and your personal information
- ▶ Our Patient Advice and Liaison Service (known as 'PALS') has advice and support to help resolve any concerns you may have about our services. You can contact them at:
Email: rxx.palsandcomplaintssabp@nhs.net
Call: 01372 216202 or 216203 or 216204
Online: www.sabp.nhs.uk/contact
- ▶ For details on accessing your records, please refer to our **Access to Health Records Guidance and Application** form which may be accessed by:
Email: rxx.sabprecordsmanagement@nhs.net
Call: 01372 216265
Online: www.sabp.nhs.uk (search Access to Health Records)



- ▶ Our Data Protection Officer Louis Lau can be contacted at: dpo@sabp.nhs.uk
- ▶ If you are still not satisfied with the outcome, you can write to: The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF
Telephone: 0303 123 1113
Web: www.ico.org.uk

What are electronic patient records?

Electronic patient records allow authorised health care professionals to enter information and have access to it from anywhere in the Trust whenever they require it.

Electronic health record systems have the potential to bring huge benefits to you. Storing and sharing health information electronically can speed up clinical communication, reduce the number of errors and assist doctors in diagnosis and treatment.

Holding your electronic health records enables the Trust to continue to improve the safe and efficient provision of care and treatment to you.

If you want to know more about our electronic health records system, please ask your care co-ordinator for a copy of our leaflet.

The government has developed a national care record for NHS patients in England known as Summary Care Records. For more information, please visit www.hscic.gov.uk/scr.

Taking part in research

Our Research and Development team is committed to ensuring that people who use services and their carers are given the opportunity to take part in research. If you consent to take part, the team may need access to your personal information. Please contact the Research and Development team direct on 01932 722407 or email research@sabp.nhs.uk to find out more.

If you would like this information in another format or another language:

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