

How We Use Your Information

Overview

This booklet briefly explains why information is collected about you and the ways in which this information may be used by the Trust.

What type of information do you keep about me?

The information we keep falls into two categories:

Demographic Information: This includes your name, address and contact details

Clinical Information: This includes details of any medicines, allergies and health conditions

When do we collect this information?

In order to care for you safely and effectively and to comply with the Data Protection Act, we have a duty to maintain full and accurate records of the care and treatment we give you. As a result, throughout your visit to the hospital we often ask you to provide or confirm information about yourself. This may happen many times to ensure that our departmental records are correct and that we are delivering the right care to you.

Why do we need this information?

We ask for this information so that we can give you safe and effective care and treatment. It also enables other healthcare professionals who look after you have the information they need to do this.

One of the ways we make sure we deliver high standards of care is to monitor our performance through clinical audits using information provided. This helps us to gain an understanding of the standard of care services, and therefore aim to improve the quality of the care in the Trust.

The Trust also uses patient data on procedures and tests performed in order to manage the organisation cost effectively. This is important to ensure the Trust can plan and budget for the future, providing healthcare, improving services and replacing equipment with modern state-of-the-art machines for our local population. The information used for this purpose will never include your name, and address, but will use an internal reference number to protect your identity.

At times, we may also ask if you would like to take part in a research project. Here, wherever possible, any specific personal information, like your name and address, is removed from the information that we send to any other organisations. This is to protect your identity.

Do we share information you provide with anyone else?

Yes. We have a legal obligation to share certain types of information. For example:

- Notification of any births and deaths
- Notification of any infectious diseases which are found to endanger the safety of others
- Notification of any information which can aid prevent or support detection of a serious crime.

Anyone who receives information from us is under a legal duty to keep it confidential.

We may also share information with other professionals concerned with your care. This will include your GP and any authorised third parties; for example your district nurse or health visitor, Social Services, or another hospital, if your care and rehabilitation is to be continued elsewhere. In this instance, we will only share information with personnel that are authorised to receive it.

All information concerning you and your illness is considered confidential. As such no information will be given out without your permission other than the above instances. This includes giving information to your friends and relatives.

In exceptional circumstances, where we are required to share information with other organisations, we will only do so with your consent and wherever possible, specific personal information, like your name and address, will be removed from the information. This is to protect your identity.

Where do you keep all this information about me?

Everything about you and your attendances at this hospital, including medical and clinical details, are stored in paper and electronic files. The paper files are called your medical record. The doctors and nurses use this file to record details of your treatment.

Some areas of the hospital keep separate records. For example, the maternity department will have separate records if you have given birth there. The Accident and Emergency department will also keep separate paper records if you have ever been seen there, but a copy will also be placed in your main medical record.

Some forms of records are not kept in the main file, for example, X-rays. Although these are part of your main record, they are normally stored separately, although they are made available to a doctor if they are required..

Some records are kept totally separate and are never shared with anyone outside of the special areas in which they are used. This would include psychiatric notes and records of fertility treatment.

The majority of the information about you is therefore kept in paper form in your medical file. This will include paper copies of information printed from a number of computer systems. For example, our pathology system computer will have a record of your blood tests but the results of such tests are printed out and are attached to your main paper medical record.

What if I wish to see my records?

To access your Medical Records you will need to contact the Data Protection Office within the Medical Records department.

You can do this by either:

- Contacting the Medical Records Data Protection Office Team on the details to follow to obtain the necessary forms.

Medical Records Data Protection Office

Kettering General Hospital NHS Foundation Trust,
Unit 3 Kings Court
Kettering Venture Park
Kettering,
Northants
NN15 6WJ

Tel: 01536 492412

Email: dataprotection@kgh.nhs.uk

Or alternatively

- By downloading the 'Access to Health Records Application Form' from the Trust website by using the following link :<http://www.kgh.nhs.uk/about-us/freedom-of-information/data-protection/documents/?entryid14=2275>

Once the form has been completed and returned to the Data Protection Office it will then be processed under the Data Protection Act procedures.

A small administrative charge will be made (currently £10 for a copy of computer records and up to £50 for paper records). We will supply a copy within 40 days of receiving your formal request form and payment.

Further Advice

For further information on specific specialities visit the Trust Website:
<http://www.kgh.nhs.uk/for-patients/patient-information-leaflets/>

Alternatively contact:

PALS Office

Kettering General Hospital
Rothwell Road,
Kettering,
Northants,
NN16 8UZ

Tel: 01536 493305
Email: pals@kgh.nhs.uk

Medical Records Data Protection Office

Kettering General Hospital NHS Foundation Trust,
Unit 3 Kings Court
Kettering Venture Park
Kettering, Northants,
NN15 6WJ

Tel: 01536 492412
Email: dataprotection@kgh.nhs.uk



KGH is a non-smoking environment. If you would like to give up ☎ **0845 6013116**

If you wish to make any comments or require a copy of this information in another format or language, please ☎ 01536 492510