

Data protection

Your health record: what you need to know

Your health record

Every time you see a doctor or go to hospital, they must keep a record of the care you received. Your record includes information about your health, appointments, treatment and test results.

The staff who see you will also add notes on their professional opinion.

Where possible, we will do our best to ensure that your health record is a factual account of what has taken place.

Using your health record for your care

Your personal health record includes your name, address, NHS number and date of birth.

It will be used to:

- make sure that decisions about your care and treatment are always based on accurate up-to-date information
- investigate any concerns or complaints raised by you, your family or the hospital.

Other ways we use your record

We can use the information in your record anonymously to monitor and improve the quality of care received by patients and train and educate staff.

Protecting your privacy

Your health records are confidential. Your privacy is protected under common law duty of confidentiality, General Data Protection Regulation and the Human Rights Act 1998.

Everyone who works for the NHS has a legal duty to maintain the highest level of confidentiality. There are strict rules about keeping records, on computer and on paper, so that they are secure. Only authorised people are able to get access to your record.

Sharing your health record

To make sure you receive all of the care and treatment you need, we may need to share the information in your health record, where necessary to do so, with other staff and organisations. This could include:

- your GP, pharmacies and dentists
- hospitals, walk-in centres, out-of-hours doctors
- community services such as district nurses, midwives and therapists



- local authority departments, including social services, education and housing
- voluntary care organisations
- private sector organisations, such as private hospitals, care homes and hospices

You can choose to have a copy of any letters we write about you.

Your family and carers

Staff will not ordinarily share your health record with family, friends or carers. If members of your family, friends or carers ask to see your health record, we will only show it to them if we have consent to do so.

If someone makes a general enquiry about whether you are an inpatient at The Christie, our Trust policy is to obtain the caller's contact details and ring them back so we can verify their identity and confirm your consent before we release the information.

Photographs and images

A doctor may ask to have clinical photographs taken for your health records. These can be used for teaching, training and research. You must be asked about this and give your written consent for any photograph taken of you. These must be taken by a representative of The Christie's medical illustration department who will ensure that your dignity is respected.

Special situations

Sometimes we have a legal duty to provide information about people, for instance:

- reporting some infectious diseases
- when a court order instructs us to do so

Records may be shared without the patient's consent in exceptional situations, such as:

- when a serious crime has been committed
- if there is a serious risk to the public or NHS staff
- to protect children or vulnerable adults who are unable to decide for themselves whether their information should be shared

The Secretary of State for Health may give permission, under strict conditions, for us to use or share information from which you can be identified; for instance, to keep registers of cancer patients or to check the quality of care we provide.

Private patients

Information about patients treated by and through services hosted by The Christie Private Care will be shared appropriately by The Christie NHS Foundation Trust for your care.

Improving treatment for cancer

The Christie is always seeking to improve the treatment of cancer and carries out research to find the most effective ways of achieving this.

You may be asked if you would be willing to take part in research projects but you do not have to agree if you do not want to.

Research that involves patients, use of their tissue or their personal information requires their explicit written consent. Before you are asked for your consent, you will be given a patient information sheet telling you exactly what information will be collected and who will have access to it. This type of research must also be approved by a number of relevant regulatory authorities; for instance, the NHS Research Ethics Service.

A small number of research projects involve a retrospective review of patient information. If you can be identified, this will only be done by the clinical team treating you or with special permission. Otherwise the information shared with researchers will not include personal details to protect the identity of patients.

How you can help us to keep your health record up-to-date

- Let us know when you change your address or name.
- Keep a note of your unique NHS number.
- Tell us if any information in your record is incorrect.
- Tell us if you change your mind about how we share the information in your record.

Information about The Christie

To request information about The Christie NHS Foundation Trust, please visit our website at www.christie.nhs.uk or contact us by email on foi@christie.nhs.uk or in writing at:
The Christie NHS Foundation Trust, Wilmslow Road, Manchester M20 4BX

Useful contacts

Your health record

Contact the health records manager at The Christie for more information about our records system or to see a copy of your record:

Health records manager
The Christie NHS Foundation Trust
Wilmslow Road, Manchester M20 4BX
Tel: **0161 446 3000**

Information and help:

Contact the Patient Advice and Liaison Service (PALS) on **0161 446 8217** (10am - 4pm) or **0161 446 3000** (at other times), or by email on pals@christie.nhs.uk

Privacy and confidentiality:

For further detailed information about how we use your information, please refer to the Trust Privacy Notice which is on display around the hospital or can be viewed here:

<http://www.christie.nhs.uk/about-us/data-protection/>

If you wish to raise any concern about how your information is used, please contact:

Data protection officer
The Christie NHS Foundation Trust
Wilmslow Road, Manchester M20 4BX
Tel: **0161 446 3000** email: dpo@christie.nhs.uk

If you need information in a different format, such as easy read, large print, BSL, braille, email, SMS text or other communication support, please tell your ward or clinic nurse.

The Christie is committed to producing high quality, evidence based information for patients. Our patient information adheres to the principles and quality statements of the Information Standard. If you would like to have details about the sources used please contact **patient.information@christie.nhs.uk**

For information and advice visit the cancer information centres at Withington, Oldham or Salford. Opening times can vary, please check before making a special journey.



Contact The Christie Hotline for
urgent support and specialist advice
The Christie Hotline: 0161 446 3658
Open 24 hours a day, 7 days a week