

Will choosing this opt-out affect your care and treatment?

No, your confidential patient information will still be used for your individual care.

Choosing to opt out will not affect your care and treatment. You will still be invited for screening services, such as screenings for bowel cancer.

You can change your choice at any time

To find out more or to make your choice visit nhs.uk/your-nhs-data-matters or call 0300 303 5678.

How to access your healthcare records

You have the right to request for any computerised or paper records that we may have about you. If you wish to view your medical record then you must discuss this with the consultant or doctor in charge of your case.

The consultant or doctor is also the most appropriate person to explain anything in your medical record in more detail, particularly regarding your illness and any treatment you may be having. They will also try to answer any questions you may have. Formal access to access your medical record can be arranged by contacting our Access to Health Records Team We will supply a copy of your medical records within one calendar month of receiving your formal request form and proof of identification. Please contact the Health Records Department at: rbb-tr.accesstohealth@nhs.net for an application

form to access your health records held by us. Telephone 0118 322 7057 for details or for a hard copy of the form. Alternatively, you can download the form from our website www.royalberkshire.nhs.uk/patients_visitors/health_records.aspx

For further information contact:

Patient Relations Team

Level 2, Main Entrance, Royal Berkshire Hospital, London Road, Reading, RG1 5AN

Tel: 0118 322 8338

Email: talktous@royalberkshire.nhs.uk

For a formal request to access your personal information, please contact our Information governance team via email at: I.G@royalberkshire.nhs.uk or by post to:

Information Governance Office

Physio East, Royal Berkshire Hospital
London Road, Reading, RG1 5AN

Tel: 0118 322 6743

Email: I.G@royalberkshire.nhs.uk

This document can be made available in other languages and formats upon request.

Produced by: Information Governance,
February 2020

Review due: February 2022



Royal Berkshire
NHS Foundation Trust

How we use your personal information

- Why the NHS collects information about you and how it is used
- How we keep your personal information confidential
- Your right to see your health records and choose how your personal information is used

Why we collect information about you

Any healthcare professional involved in caring for you may need to keep records about your health and treatment in order to provide you with the best possible care.

Only information that is required as part of your care should be recorded.

The records may be written down (manual records) or held electronically, or sometimes both, and may include:

- Basic details, such as name, address, date of birth and next of kin;
- Contacts we have had with you, such as clinic visits;
- Details of appointments;
- Notes and records about your health;
- Details of your treatment and care;
- Results of tests including x-rays, scans, blood tests etc;
- Other relevant information about you or your care from other health professionals, relatives or others who care for you or know you well.

If you change your address, telephone number or your GP, please let the reception staff know when you arrive for your appointment.

How your personal information is used

Your records are used to guide and deliver the care and treatment you receive to ensure that:

- Your doctor or the other healthcare professional involved in your care has accurate and up-to-date information to

access your health and decide the most appropriate care for you;

- Other healthcare professionals, such as pharmacists, have the information they need to be able to assess and improve the quality of care you receive;
- To review and improve the type and quality of services available to you and other patients in your area;
- Your concerns can be properly investigated if a complaint is raised.

If we need to share your personal information

You may be receiving care from other people (e.g. social services) as well as the NHS. We may need to share some information about you with them so we can all work together for your benefit. We will only ever pass information about you to any organisation if it is relevant and there is genuine needs to share the information are where:

- There is a legal requirement to do so without consent, and always;
- Where there is a genuine need to share it.

Who do we share your personal information with?

We may share information with the following main partner organisations where there is a legitimate and legal requirement to do so:

- Other NHS trusts that are involved in your care, such as hospitals;
- General Practitioners (GPs);
- Ambulance services;

- Clinical Commissioning Groups and other NHS bodies;
- Adult or children's social services;
- Education services;
- Local Authorities;
- University and hospital researchers;
- Voluntary and private sector providers working with the NHS;
- Other government departments.

Where possible, or where we are required to do so by law, all information about you will be anonymised before it is used or shared. Your information will always be handled and shared in line with national data protection legislation.

How we keep your personal information confidential

The Trust has in place policies and procedures to ensure that personal information about you is handled and used in a confidential and secure manner, and training is provided to all employees.

Opting out of research and planning information sharing

You can choose to opt-out of sharing your personal information for research and planning. There may still be times when your personal information will be used: for example, during an epidemic where there might be a risk to you or to other people's health. You can still consent to take part in a specific research project.