

## Can I opt-out of my personal information being shared?

You can choose to opt-out of sharing your personal information. 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.

Please speak to your GP doctor, for further information on how to do this.

## How can I access my healthcare records?

You have the right to see any computerised or paper files 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 view your medical record can be arranged by contacting the Medical Records Supervisor, who will arrange for you to view your record. There is no charge for this service.

You may wish to have a copy of your records. There is no charge for this service and we will supply a copy within 20 working days of receiving your formal request form.

Please contact the Medical Records Supervisor 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](http://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](mailto:talktous@royalberkshire.nhs.uk)

#### Information Governance Office

Physio East, Royal Berkshire Hospital  
London Road, Reading, RG1 5AN  
Tel: 0118 322 6743  
Email: [I.G@royalberkshire.nhs.uk](mailto:I.G@royalberkshire.nhs.uk)

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

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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 which 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.