

Access to medical records

Under the Data Protection Act 1998, you have a legal right to apply for access to health information held about you.

If you want to see your health records, you don't have to give a reason.

Depending on which health records you want to see, send your request in writing or by email. This is known as a Subject Access Request (SAR). It's a good idea to state the dates of the records you require when you apply.

The health records manager, GP or other healthcare professional will decide whether your request can be approved. They can sometimes refuse to disclose information. For example, if the information you have asked for contains information that relates to another person or if releasing the information can cause serious harm to you or another person.

Under the Data Protection Act, requests for access to records should be met within 40 days. However, government guidance for healthcare organisations says they should aim to respond within 21 days.

You may have to pay a fee (£10-£50) to access your health records. The fee is in line with the ICO's guidance regarding SAR fees.

To access your GP practice records please contact your practice directly.

Can someone else access my records?

Another person can only access your health records if you give you consent for them to do so. Please send a request either in writing or via email to the appropriate address below.

Is this leaflet available in other languages and brail?

If you require the leaflet in another language or brail, please send a request either in writing or via email to the appropriate address below.

Written requests should be addressed to:

Clinical Governance Team

BARDOC

Moorgate Primary Care Centre

22 Derby Way

Bury

BL9 0NJ

Email requests should go to:

bdoc.governance@nhs.net

For more information about BARDOC please visit our website:

www.bardoc.nhs.uk

**Providing medical and dental
care for our local communities**

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Information we hold about you

A guide for patients



0161 763 4242

Why should you read this leaflet?

This leaflet explains what information is collected about you, why it is collected and the ways in which it is used.

Why we need information about you

Medical and social care professionals keep records about you, your health/social care and any treatment and/or care you received from the NHS.

These records are known as care records and they help us to ensure that you receive the best possible care from us.

What information is held about you

We have a duty to keep clear, accurate records free from subjective comments. When you contact us we keep the following information:

- Your name and date of birth
- Your home address
- Your contact details
- Ethnicity & diversity data (if provided)
- A brief summary of your medical problem
- Clinical notes about any assessments, examinations, treatment or care you receive from BARDOC
- Recordings of telephone calls to and from BARDOC
- Any special notes which health professionals who are involved in your ongoing care (such as your GP) may provide us with. For example, to explain your medical history, medical needs and care plans.

The above information is stored electronically on our confidential computer system.

How your records are used

Your care records are used to guide medical professionals in the care you receive:

- If you contact our service again the duty doctor can refer to medical notes made from your previous calls to us. They can also refer to your special note if your GP has provided one
- A record of your contact with us is sent to your GP practice the next working day. This helps your GP, nurse or other medical professionals involved in your care, to assess your health and decide what care you need
- Your records provide a good basis for assessing the type and quality of care you have received
- Your records help us to investigate any feedback or concerns you may have about your contact with our service
- Your records are also be available if you see another doctor, or are referred to a specialist or another part of the NHS

Your records also help us to:

- Audit NHS accounts and services
- Investigate complaints, legal claims and unexpected events
- Prepare statistics on NHS performance
- Review the care we provide to ensure it is of the highest standard
- Conduct health research and development
- Teach and train medical and social care professionals
- Assess the demographic profile of service users as part of reporting requirements for commissioners.
- Where information is provided for research, statistics or audit, we ensure that your name, address and other personal demographic details are removed to maintain confidentiality.

How do we keep your records confidential and secure?

Everyone working in the NHS has a legal and professional duty to make sure that all your information is safely and securely protected. At BARDOC we protect your information in accordance with strict NHS Guidelines for example Safe Haven Procedures and Encryption.

The sharing of some of your information is strictly controlled. We will not pass any information about you to third parties without your permission unless there are exceptional circumstances.

Such occasions may be when the health and safety of others, including members of staff, is at risk, or to make sure that we provide you with the correct care, or when the law requires information to be passed on.

Your consent will be required before we give information about you to someone who requests it.

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

In all cases, where personal information is shared, either with or without your consent, a record will be kept.

Retention and Disposal

BARDOC adheres to the Records Management - NHS Code of Practice.

Your records are kept safe for as long as they are needed and then disposed of securely (e.g. shredding / electronic deletion or obsolescence) to comply with these regulations.