

How To Access Your Health and Social Care Records

The Data Protection Act 1998 gives you the right to find out what information is held about you on computer and some manual records.

This is known as “right of subject access”. It applies to your health and social care records.

If you would like to see them, you can make a written request to the organisations where you are being, or have been, treated. These could be your GP, a hospital or a clinic.

The written request should include:

- Your full name
- Your address
- Your date of birth
- A clear description of what information you would like.

You are entitled to view your records for free but if you wish to receive a copy, please note that a charge will usually be made. You should also be aware that in certain circumstances, your right to see some details may be limited.

If your request relates to treatment you have received from your GP or your hospital, please write directly to them.

**To access any records held about you by Dudley CCG, please write to:
Dudley Clinical Commissioning Group,
Brierley Hill Health and Social Care Centre,
Venture Way, Brierley Hill, West Midlands.
DY5 1RU.**

Who Are Our Partner Organisations?

Your information may be held and processed by Central Midlands Commissioning Support Unit (CSU), with whom we contract for some of our services, e.g. Individual Funding Requests and Complaints. Other principal partner organisations are:

- NHS trusts
- Clinical Commissioning Groups
- General Practitioners (GPs)
- Ambulance services
- Mental health trusts.

Subject to strict agreements describing how it will be used, your information may also be shared with:

- Primary care providers
- Social services
- Education services
- Local authorities
- Voluntary sector providers
- Private sector providers.

This leaflet has been produced by Central Midlands CSU on behalf of Dudley Clinical Commissioning Group.

Further Information

Talk to your health or social care professionals if you would like to know more about how your information is used. You can also contact the Data Protection Officer of the organisation where you are being treated – such as social services, a hospital, a clinic, or your GP surgery.

**If you would like a large print version of this leaflet, please contact:
Information Governance Team,
Central Midlands CSU
0121-612-3883**



Dudley Clinical Commissioning Group

Looking after your confidential personal information



This leaflet explains why information is collected about you and ways in which this information may be used.

Who we are

Dudley Clinical Commissioning Group is led by local doctors and nurses. We are responsible for planning and buying health and social care for the people of Dudley.

Why We Collect Information About You

Health and social care professionals keep records about your health and any treatment and/or care you receive. These help to ensure that you receive the best possible care. They may be written down (manual records), or held on a computer.

These records may include:

- Your address, telephone number and next of kin
- Details of contacts that providers of services may have had with you, such as clinic or home visits
- Notes and reports about your health and any treatment and/or care you may need
- Details and records about hospital care and any other treatment you have received
- Results of laboratory tests, X-rays and any other investigations.

How Your Records Are Used to Help You

Your records are used to ensure that:

- Your doctor, nurse or any other professional involved in your care has accurate, up-to-date information to decide what care you need in the future
- Information about you can be easily shared if you need to see another doctor, specialist consultant or social services professional
- Your concerns can be properly examined if you need to complain.

How Your Records Are Used to Help Us

Your information may also be used to help us:

- Look after the health of the general population
- Audit NHS and social care financial accounts and patient services
- Investigate complaints, legal claims or untoward incidents by patients or staff
- Make sure our services can meet patient needs in the future
- Compile statistics on performance
- Review the care we provide to ensure it is of the highest standard
- Teach and train health and social care professionals
- Carry out health and social care research and development.

Some of the information will be held centrally, but as some of our services are contracted from Central Midlands Commissioning Support Unit (e.g. Individual Funding Requests and Complaints) some of your information will be held and processed on your behalf.

Where your information is used for statistical purposes, every care is taken to ensure that individual patients cannot be identified. Statistical information where patients cannot be identified may also be passed to organisations with a valid interest, including universities, community safety units and research institutions.

Personally identifiable information may be used for essential NHS and social care purposes. These may include research and auditing services. This will only be done with your prior consent unless the law requires information to be passed on to improve public health.

How We Keep Your Records Confidential

Everyone working for the NHS and social services has a legal duty to keep information about you confidential.

You may be receiving care from several organisations including the NHS, social services and voluntary groups. We may need to share some information about you so that we can all work together for your benefit. We will only ever use or pass on information about you if professionals involved in your care have a genuine need for it.

We will not disclose your information to organisations such as the police without your permission unless there are exceptional circumstances, such as when the health or safety of others is at risk or where the law requires information to be passed on.

We are required by law to report certain information to the appropriate authorities. Occasions where we must pass on information include:

- Notification of new births
- Where we encounter diseases which may endanger the safety of others, such as meningitis or measles
- Where a formal court order has been issued.

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