

In some situations we have a legal duty to report information to the appropriate authorities, for example:

- reporting of certain infectious diseases that might seriously affect the health of other people, meningitis or measles for example.
- where a formal order has been issued.

How is your information used?

The main purpose is to help provide you with the appropriate healthcare and treatment. Information may be used by members of the healthcare team including doctors, nurses, therapists, shared with your family doctor or provided for research purposes.

If you do not want to be contacted about research write to the health records address.

If you agree, your relatives, friends or carers will be kept up-to-date with the progress of your treatment.

Your information may also be used for other NHS purposes and passed on to other organizations so we can all work together for your benefit. The sharing of information is strictly controlled and we will remove details that identify you, where it is not for direct care.

Help us to keep your information up-to-date.

It is very important that the information we hold about you is accurate. Please tell us about any changes to your name, address or your doctor or if you discover anything that is wrong or missing from your record.

If you provide us with details of anyone else, such as your carer, please let them know that you have done so.

Concerns and complaints

We aim to provide you with a high quality service at all times. However, if you have any concerns, complaints or comments about your experience of our service then please tell a member of the team or contact the Patient Advice and Liaison Service on **freephone:** 0800 328 7971.

If you need the information in another language or format please ask us

Nëse ky informacion ju nevojitet në një gjuhë apo format tjetër, ju lutem na kontaktoni

आपनि यदि এই তথ্যাদি অন্য কোন ভাষায় বা মাধ্যমে (ফরমেটে) পেতে চান তবে দয়া করে আমাদেরকে বলুন

ਜੇ ਅਸਨੇ ਆ ਸ਼ਾਇਦੀ ਘੋਲੀ ਆਖਿਆਂ ਅਥਵਾ ਘੋਲੀ ਆਕਾਸ਼ਾਂ ਜੋਠਿਓ, ਨੀ ਕੁਧਾ ਕਰੀਨੇ ਅਸਨੇ ਖੁਛੀ
यदि आपको यह जानकारी किसी दूसरी भाषा या आकार में चाहिए हो तो कृपया हम से संपर्क

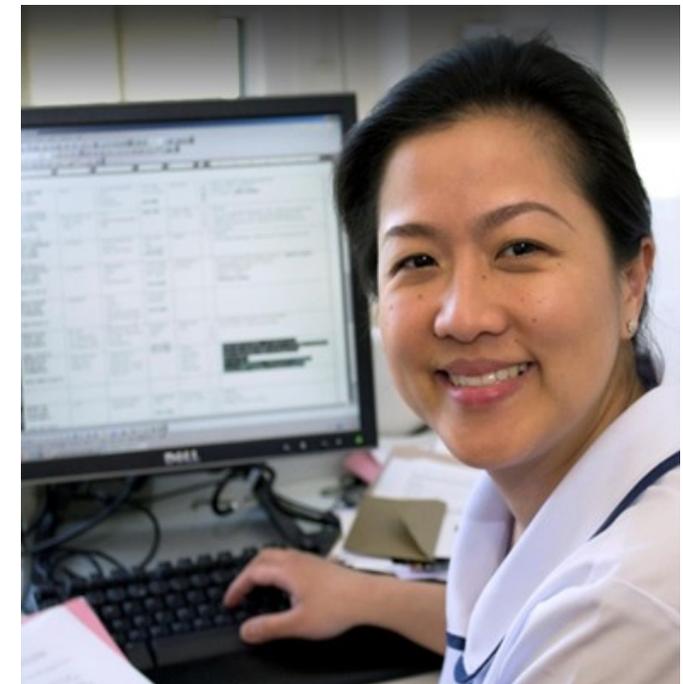
若您需要本信息的另一种语言或格式的版本, 请与我们联系

নেত্র ত্রুটি টিভি সাতবারী বিসী ভূনী গ্রামা না সলস্কিঁচি চাতীসী টিই তা' বিসমা অব ডে সলু পুই

آرآب كوپه سولمات كسى دوسرى زبان ميلى كسى دوسرى طريقه سے دركاز جيل تو رانے هممان هم سے پوچھیں۔۔

How to contact us

Health Records Manager
The White Building
Littlemore Mental Health Centre
Sandford Road
Oxford
OX4 4XN
Tel: 01865 902 770
Email: subject.access@oxfordhealth.nhs.uk



Information Governance

Your rights and your health record

This leaflet explains how we use and safeguard information about you and your healthcare, who may have access to the information, and how you can arrange to see it.

Your health record contains information provided to us by you or by other people involved in your care and treatment.

When you are first seen by the trust a record will be started and this will be added to by staff as your care or treatment continues. This information may be stored on computer or in manual records. It is used as part of the care you receive, both now and in the future.

How do we keep your information secure and confidential?

We take security and confidentiality very seriously. Staff are required to abide by strict codes of conduct and participate in regular training.

Everyone in the NHS has a duty to keep information about you confidential. This means that we must only share information with those who have a genuine need to know. This may include people who provide care to you from organisations as well as the NHS. They too have a duty to keep information confidential.

How can you see the information we hold about you?

The Data Protection Act 1998 gives patients the right to apply for access to their own records, held either on computer or on paper.

- If you are receiving treatment you may arrange to discuss your records informally with your doctor or other healthcare professional. Otherwise you can write to the health records manager (details overleaf).
- When we receive a written request we will send you a form for you to give us further details and proof of identity.
- We will process your request for access to your records, we aim to do this within 21 days of receiving your completed form.
- We have a duty to make any medical or technical terms in your record understandable to you. You may wish to make an appointment to discuss anything you do not understand.
- If you think there is a mistake in your records, you should write to tell us so that an amendment can be added.

Can somebody else see your record?

Yes, but the person applying must have written authorization from you.

If you become incapable of giving authorisation, the person appointed by a court to manage your affairs must give it.

Will we charge you to see the record?

There is no charge to view your paper record if these have been added to within 40 days prior to the receipt of your written request.

If they have not been added to then a charge of up to £50 may be made to provide a copy of the information.

Please note that you will need to pay any charges before you can see your records.

Can you see your child's record?

Yes, if you have legal parental responsibility. Your child must understand and consent in writing to your request. If your child is too young to give consent, you can obtain access to this record if we are satisfied that access is in the child's best interest.

Children can apply to see their own health record. A request from a child will be considered if we can be satisfied that the child can fully understand the information held.

Withholding information: In exceptional cases, information may be withheld if the trust believes it is likely to cause serious harm to your mental or physical health. If you think information is being withheld you may write to check this out.

Records of the deceased: If you are asking to see the records of a service user who has died, you can do so under the Access to Health Records Act 1990, but will need to prove that you are the person's legal representative or that you have a claim resulting from the death.

Sharing information may happen in circumstances where staff have a duty to share information without your consent, where there is a child protection issue or a risk of death or serious harm, for instance.