

- 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

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 would like to have information translated into a different language, please contact the Equality and Diversity Team at:

EqualityandInclusion@oxfordhealth.nhs.uk

Arabic يُرجى الاتصال بنا إذا كنتم ترغبون في الحصول على المعلومات بلغة أخرى أو بتنسيق مختلف.

Bengali আপনি এই তথ্য অন্য ভাষায় বা আলাদা আকারে পেতে চাইলে অনুগ্রহ করে আমাদের সাথে যোগাযোগ করুন।

Urdu اگر آپ یہ معلومات دیگر زبان یا مختلف فارمیٹ میں چاہتے ہیں تو برائے مہربانی ہم سے رابطہ کریں۔

Chinese 若要以其他語言或格式提供這些資訊，請與我們聯繫

Polish Aby uzyskać informacje w innym języku lub w innym formacie, skontaktuj się z nami.

Portuguese Queira contactar-nos se pretender as informações noutro idioma ou num formato diferente.

How to contact us

The White Building
Littlemore Mental Health Centre
Sandford Road
Oxford
OX4 4XN

Tel: 01865 902 770

Website: www.oxfordhealth.nhs.uk/support-advice/getting-help/health-records/

Email: subject.access@oxfordhealth.nhs.uk



Information Governance

Your rights and
access to the
Health and Social
Care 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.

Oxford Health NHS FT provides integrated mental health and community health services and works closely with other health and social care services.

A 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?

Data Protection gives patients the right to apply for access to personal information, held either on computer or on paper.

- If you are receiving treatment you may arrange to discuss the 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.
- Once received, we will process your request for access to the records, we aim to do this within one month of receiving your completed form.
- We have a duty to make any medical or technical terms in the 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 the 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 for access?

There is no charge for access to the records unless the request is deemed excessive.

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 access the 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 certain cases, information may be withheld if the trust believes it is likely to cause serious harm to your mental or physical health. It may also withhold information if it identifies or is provided by a third party. 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. There is a charge for this access.

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.

In some situations we have a legal duty to report information to the appropriate authorities, for example: (please see overleaf)