

How are my records kept confidential?

Records held electronically can only be seen by those who need to for the job they do. Written health records are stored securely when not in use. Only those staff who need to see your records can do so and they have a legal duty to keep information about you confidential. This is reinforced in professional codes of conduct and built into our staff contracts.

As there may be times when you receive care from other organisations, it's possible that we may need to share information about you with them, so we can all work with you in order to achieve what is the best care for you. We will only ever use or pass on information about you if others involved in your care have a genuine need for it.

We won't disclose information for non-healthcare purposes, unless there are exceptional circumstances, such as when the health and safety of others is at risk or when the law requires us to pass this information on. Anyone who receives information from us is also legally obliged to keep it secure and confidential.

We may be required by law to report certain information to relevant organisations. This may be as a result of a court order, where there are safeguarding issues or when a serious crime is suspected.

We abide by Department of Health guidance on how long we should keep your records once you have been discharged from our care. This varies depending on the type of service and whether the records are for children or adults.

Tell us what you think

We want you to be happy with the service you receive from us, but we know that every so often something might go wrong. If you're unhappy with the care you receive or an element of our service, we want to hear from you.

Of course, we also want to hear from you if you're happy with the care you're receiving - it's good to be able to thank the team and let people know they're doing a good job, so if you have a compliment or congratulation, we'd like to hear from you.

If we are unable to resolve your concerns or you would like to take the matter further please contact us at the address below.

**Central Court
1 Knoll Rise
Orpington BR6 0JA**

020 8315 8880

bromh.feedback@nhs.net

bromleyhealthcare.org.uk

You have the right to complain to the Information Commissioner's Office (ICO) if you wish to. The head office contact details are:

**Wycliffe House
Water Lane
Wilmslow
Cheshire SK9 5AF**

Tel: 0303 123 1113 or 01625 545745

Email: casework@ico.gov.uk

Bromley Healthcare Community Interest Company Ltd
Company no: 06815987 Registered in England
Registered office: Central Court, 1 Knoll Rise, Orpington BR6 0JA

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Healthcare**
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NHS



What happens to the information you collect about me?

What information do you collect about me?

A health professional caring for you will keep a record about your health along with any treatment or care you receive. This helps us to ensure you get the best possible care and that you continue to receive the support you need when others, such as hospital consultants or other specialists, become involved in your care. Your records may be written down or be on a computer and may contain:

- Basic details about you, such as name, address, date of birth and next of kin.
- Other information that you agree to provide, such as ethnic origin.
- Contact details of other health professionals, such as clinic visits and hospital appointments.
- Details and records about treatment and care you receive.

How does this help me?

Your records are used to guide the care you receive in order to ensure that:

- Professionals involved in your care have accurate and up-to-date information to assess your health and determine your care needs.
- Full information is available should you see another healthcare professional or be referred to a specialist.
- Any concerns you may have about your care can be properly investigated.
- We understand the type and quality of care you receive and use this information to make sure we provide the best possible care for you and others in the future.

Why might we share your information?

We may need to share your information with other healthcare professionals, including those in other organisations, to make sure you get the best possible care.

How does my information help?

We may also look at your basic information to help us to:

- Review the care we provide to ensure we keep to our very high standards.
- Understand the health needs of our patients and plan service improvements.
- Make sure our services can meet your needs in the future.
- Investigate complaints, legal claims or untoward incidents.
- Teach and train healthcare professionals.

To do some of these we may need to share information with people not directly involved in your care. In many cases, information is provided in a summarised form so individual patients cannot be identified. Organisations that we might share information with include GPs and Social Care. Occasionally we might share information with our commissioners in which case the identity of an individual will remain confidential except where identification is essential, for example when we audit individual care or investigate a complaint.

Having information about you makes it easier for us to care for your needs in the best way possible.

How can I access my records?

The Data Protection Act allows you to find out what information is held about you and applies to your health records. If you want to see your records, or get a copy, you should contact the Health Records Access Co-ordinator at the address at the end of the leaflet. You will be asked to complete an application form and verify your identity. However there are certain types of information about you, that you can't see:

- Information that may cause serious harm to you or other people
- Information from a third party that we do not have their permission to pass on
- Where it would be unlawful to disclose this information

We may ask for your feedback on our services or telephone or text you to remind you about your appointment.

What if my information is wrong?

If the information we hold about you is wrong, you can ask us to be put right. It is important to us that your information is up to date. The health professional you see should check to confirm your details such as your address and GP especially if it is some time since we last saw you.

If you have any concerns about the information we hold or how it is used, please raise this with your health professional in the first instance.

Visit bromleyhealthcare.org.uk/healthrecords to find out more.