



Looking after your information

An easy read leaflet

What information do we keep about you?



We keep information that helps us look after you better.

This includes:



Your basic information, like your name, date of birth and next of kin.

Records about your health, your treatment and your care.



Contact details of other people involved in your care.



Other information if you agree, like your ethnic background.

Why do we keep information about you?



Having good information about you helps us



Give you the right care and treatment

Tell other people like hospital doctors what care you need



Check any problems that happen in your care



Help us plan your care well for the future

Looking at your records



**The law says you can look
at your health records**

To get a copy, contact:

**Health Records
Access Coordinator**



**Address: Bromley Healthcare
Central Court
1b Knoll Rise
Orpington BR6 0JA**



Call: 020 8315 8880

Email:

bromh.accesstorecords@nhs.net



**You will need to fill in a
form and pay a small fee
If you need help with this
please let us know**

Changing your records



If the information we have about you is wrong please let us know so we can put it right

Keeping your records private



People can only see your health records if they need to see them to do their job



Everyone who sees your information has to keep it private

Records are kept safe when they are not being used

Sharing your information



We share your information when it helps people give you better care

We may share your information with other healthcare workers like social services



We will check with you that it is ok before sharing your information



Sometimes we share information about our patients without using their names



This helps us to:

- 1. plan and check our services**
- 2. check our work when things go wrong**
- 3. train other healthcare workers**

When we have to share your information



Sometimes the law says we have to share your information

This might be when:



You or someone else is at risk of harm

If someone has been abused



When a court tells us to share



Anyone who sees your information has to keep it private

Get in touch



If you have a complaint about how we look after your information please contact:



**The Information
Commissioner's Office
Water Lane
Wilmslow
Cheshire SK9 5AF**



Email:
casework@ico.gsi.gov.uk

**Call: 0303 123 1113 or
01625 545745**



Bromley Healthcare:

Email: bromh.feedback@nhs.net

Phone: 020 8315 8880

Visit: bromleyhealthcare.org.uk