

Access to your records

The Data Protection Act (1998) gives you the right to access the information we hold about you. If you would like to see or obtain a copy of your record you will need to write to the Subject Access Coordinator at the address below (this is known as making a Subject Access Request).

- Your request must be in writing
- There may be a charge to have a copy of your information
- You will need to provide sufficient information so that your identity can be verified and your records located
- We are required to respond to you within 40 days

Further information can be obtained by contacting:

Subject Access Request Team

Burnley General Hospital
Casterton Avenue
Burnley
BB10 2PQ

SubjectAccessRequest@elht.nhs.uk

Hospital Chaplains

If you do not wish your religious details to be passed to the chaplains, could you please inform the clerical or nursing staff. If you require spiritual support, please inform the person in charge of your care who will arrange this for you.

Caldicott Guardian

The Caldicott Guardian is the most senior person with our organisation responsible for protecting the confidentiality of a patient and service-user information and enabling appropriate information-sharing.

Mobile number

If you provide us with your mobile phone number we may use this to send you a reminder about your appointment and occasionally provide feedback on services.

Further Information

You can have a say in how the NHS use information about you. If you want to find out more or have any special information or confidentiality requirement then please speak to the staff currently providing your treatment and care.

Patients have the right, under the Data Protection Act and the common law duty of confidentiality, to make informed decisions on who can use or share their information. For more information and guidance please write to the Information Governance Department.

If you want to know more about how your records are processed, or wish to raise concerns or a complaint relating to the sharing of information, please contact the Information Governance Team or The Caldicott Guardian at:

Informatics Department
Royal Blackburn Hospital
Haslingden Road
Blackburn
BB2 3HH

IG-Issues@elht.nhs.uk

If you require this document in an alternative

IG-Issues@elht.nhs.uk

W celu otrzymania tego dokumentu w innym formacie lub języku, prosimy o kontakt z

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اگر آپ کو اس دستاویز کی ایک متبادل شکل (فارمیٹ) یا زبان میں ضرورت ہے تو براہ مہربانی رابطہ کریں

আপনি যদি এই প্রচারপত্রটি অন্য কোন আকারে বা অন্য ভাষায় চান, তাহলে যোগাযোগ করবেন

Dacă aveți nevoie de acest document într-un format sau limbă alternativă, vă rugăm să contactați

Norint gauti šį dokumentą kitu formatu ar kita kalba, prašome susisiekti su mumis

How we use your Information



What we record about you

Information about you, your medical treatment and family background may be held on the Trust's health care information systems.

Doctors, nurses and other people involved in your health care need to make notes on the Trust's information systems about any diagnosis, test results, treatment, drug prescriptions and other additional information that you may provide or that is considered to be relevant to the treatment of your condition.

Secretaries, receptionists and other clerical staff may access your record in order to carry out administrative tasks such as booking appointments and communicating with you and other parts of the NHS.

What you can do

Please help us to keep the information about you accurate by informing us about any changes in your details e.g change of name, address, next of kin, etc.

How we use your personal information

The people caring for you use your information to provide treatment, check the quality of care and make decisions about your health and investigating of any complaints.

The main reasons your information maybe needed:

- To provide health care and treatment
- To look after the health of the general public e.g. screening programmes
- To manage and plan NHS Services
- To help staff review the care they provide
- To train and educate staff (you can choose whether to be involved personally)
- To carry out research

If there are opportunities about relevant research that would involve you personally, you will be contacted to see if you are willing to take part.

You will not be identified in any published results without your agreement.

Should you wish to opt out having your information used for research or educational purposes, please inform your health care professional.

Where possible information is used in such a way that you cannot be identified individually.

Who do we share your personal information with?

You may be receiving care from other organisations as well as the NHS (e.g. Social Services). We may need to share some information about you with them so we can all work together for your benefit. We will only ever pass information about you to them if there is a genuine need for it.

We may share information with the following main partner organisations:

- NHS hospital Trusts and other care providers
- General Practitioners (GPs)
- Ambulance Services
- Clinical Commissioning Groups
- NHS England
- NHS Commissioning Support Units
- Health & Social Care Information Centre (HSCIC)
- External organisations providing healthcare services to the NHS

We may also share your information with:

- Social Services
- Education Services
- Local Authorities
- Voluntary Sector Providers
- Police and Judicial Services
- With your permission (consent) we can share your information with family members/carers if you wish

We will not disclose your information to a third party without your permission (consent) unless there are exceptional circumstances, such as when the health and safety of others is at risk or if the law requires us to pass it on.

If you do not want us to share your personal information with specific organisations or individuals we will respect your wishes. You may change your mind at any time but withholding permission to share your personal information may seriously impact on the service and responses we can offer you.

How we protect your information

Everyone working for health services has a legal duty to keep information about you confidential. It is a requirement of the Data Protection Act 1998. Staff are also contractually bound to maintain confidentiality. Breaching confidentiality is a serious disciplinary offence that could lead to dismissal.

The sensitivity of patient information is well understood within the NHS. All staff are given training on their duty of confidentiality to you.

How your personal information might be used to improve the NHS

Your Information may also be used to help protect the health of the public and to help us manage the NHS by being used for:

- Auditing NHS accounts and services
- Investigating patient queries, complaints and legal claims
- Planning for future services
- Preparing statistics on NHS performance
- Reviewing the care we provide to ensure it is of the highest standard