



# HOW WE USE YOUR HEALTH RECORDS

[www.onehealth.co.uk](http://www.onehealth.co.uk)

**OneHealth**  
Healthcare choice for **everyone**

## How we use your health records

This leaflet explains some of the processes in place at One Health, including:

- Why we collect information about you
- How your records are used
- How we keep your records confidential
- Your rights
- Who we may or may not share information with.

## Why we collect information about you

We aim to provide you with the highest quality of health care. To do this we must keep records about you, your health and the care we have provided or plan to provide to you.

### These records may include:

- Basic details about you, such as address, date of birth, next of kin
- Contact we have had with you such as appointments
- Notes and reports about your health
- Details and records about your treatment and care
- Results of x-rays, blood tests and scans
- Relevant information from people who care for you and know you well, such as health professionals and relatives.

### We follow NHS good practice and will:

- Discuss and agree with you what we are going to record about you
- Give you a copy of letters we are writing about you; and
- Show you what we have recorded about you, if you ask.

## How your records are used

### We use your records to:

- Provide a good basis for any treatment or advisory services we provide to you
- Allow you to work with us when we provide treatment or advice
- Make sure your treatment is safe and effective, and the advice we provide is appropriate and relevant to you
- Work effectively with others providing you with treatment or advice.

### How we keep your records confidential

### We have a duty to:

- Maintain full and accurate records of the care we provide to you
- Keep records about you confidential, secure, accurate and up to date
- Provide information in a format that is accessible to you (e.g. in large type / Braille if you are partially sighted, different languages).

We **will not** share information that identifies you for any other reason, unless:

- You ask us to do so;
- We ask and you give us specific permission;
- We have to do this by law;
- We have special permission because we believe that the reasons for sharing are so important that they override our obligation of confidentiality (e.g. to prevent someone from being seriously harmed).

### Our guiding principle is that we are holding your records in strict confidence

## Your rights

You have the right to confidentiality under the Data Protection Act 2018, the Human Rights Act 1998, the Common Law Duty of Confidentiality and the Equality Act 2010.

You have the right to know what information we hold about you, what we use it for and; if the information is to be shared, who it will be shared with.

You have the right to request changes to your information if you believe it is recorded incorrectly.

You have the right to restrict or prevent the processing of your information; however, this may stop us from providing you with safe and effective care. Please do let us know if you have any concerns about the processing of your information, and we will be happy to discuss.

You have the right to apply for access to the information we hold about you.

Access covers:

- The right to obtain a copy of your record;
- The right to have the information provided to you in a way you can understand (and explained where necessary, e.g. abbreviations).

### Obtaining a copy of your record

- Send your request to us in writing, or you can request information in person or over the telephone
- Your request will need to include sufficient information to enable us to correctly identify your records
- (e.g. full name, address, date of birth, NHS number (if known))
- Information is provided free of charge. If your request is excessive or you ask for the same information more than once, we can charge a reasonable administration fee, but this will be discussed and agreed with you first
- We will respond to you within 21 days of receiving your request
- If we do not already know you, you will

be required to provide proof of your identity before any information is released.

## Who we may share information with

We may share information about you with the following partner organisations to ensure that your health care needs are fully supported and communicated:

- NHS commissioners of care - in particular the organisation that referred you to us for treatment, assistance or advice
- Other providers involved in your care - such as a hospital or your GP.

We may also share your information for direct healthcare purposes **with your consent** and, subject to strict sharing protocols about how it will be used with:

- Social Services
- Education Services
- Local Authorities
- Voluntary Sector Providers
- Private Sector Providers

We may also share your information **with your consent** with others that need to use records about you to:

- Check the quality of treatment or advice we have given you
- Protect the health of the general public
- Manage the health service
- Help investigate any concerns or complaints you or your family have about your health care.

Once you receive your records, if you believe any information is inaccurate or incorrect, please inform us.

Some information we have to share is used for statistical purposes, and in these instances we take strict measures to ensure that individual patients cannot be identified.

**Anyone who receives information from us also has a legal duty to keep it confidential.**

If you do not wish personal data that we hold about you to be used or shared in the way that is described in this leaflet, please discuss the matter with us. You have the right to ask us to stop using or sharing your data, but this may affect our ability to provide you with safe care or advice.

If you require this leaflet in a different format or you need further information or assistance, please contact our Data Protection Officer using the details below.

*If you have any feedback about this leaflet, please contact our communications team.*

**Call:** 0114 250 5510

**Visit:** [www.onehealth.co.uk](http://www.onehealth.co.uk)

Or ask your GP for a referral to One Health



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