

- Please note, we will charge a small fee if you want a copy of your records. To access information written more than 40 days before your application is received by the Trust an initial access fee of £10 will be payable and should be enclosed with your application. Additional charges may be applicable to provide photocopies of records.
- You will be given access to your records within 40 days of the Trust receiving your application, providing you have included all the relevant information and any fee.

Can I be refused access?

You may not be allowed to see your personal details:

- If your doctor or another senior health care professional thinks seeing your records could seriously harm you.
- If the information involves an identified person who does not consent to it being disclosed. This does not include either yourself or any healthcare professional.
- If you are applying on behalf of someone who has died or isn't capable of managing their own affairs and they originally instructed that the information shouldn't be revealed.

Can I change my records?

If you think the record is wrong, you can ask for it to be put right. We will add a note to your records saying why you think the information is inaccurate. The Trust is obliged to make corrections if the record contains inaccuracies.

Contact Information

Information Governance Officer
Health Records Department
Liverpool Heart and Chest Hospital NHS Trust
Thomas Drive
Liverpool
L14 3PE

Phone: 0151 600 1240
Email: InfoGov@lhch.nhs.uk

If you require a copy of this leaflet in any other format or language please contact us quoting the leaflet code and the language or format you require.

إذا لديك الرغبة في الحصول على نسخة من هذه المعلومات بأي لغة أخرى أو بشكل آخر (على سبيل
مثال بخطوط كبيرة) ، الرجاء الاتصال علينا على الرقم 0151 600 1257 موضحاً الشكل أو اللغة التي
ترغب فيها.

如果您想索取一份以其他語文或形式 (如大字體) 編印成的資料傳單，請致
電 0151 600 1257 向我們查詢，並說明您所需要的形式和語文。

مەگەر ئىم زاتىرايانەت بەھەر ژمانىكى تىر ياخۇد شىۋىلايىكى تىر دەۋىت (بۇ نەۋىيە بە چاپى گەرھە) ئەۋا
كاپە بە ژمارە تەلەفۇنى 0151 600 1257 پەيەنۋەدىمان پىۋە بگە و نامازە بەدە بەر ژمانەى ياخۇد
پىنەۋەىيەى كە دەتەۋىت

W celu uzyskania niniejszej informacji w innym języku lub formacie (np.
dużym drukiem), prosimy o kontakt z nami pod numerem 0151 600 1257
podając wymagany format lub język.

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far waaweyn) fadlan nagala soo xiriih 0151 600 1257 adiga oo noo sheegaya
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In Confidence



Protecting your privacy

Excellent, Compassionate and Safe care for **every patient**, every day



Why does the Trust need your information?

We ask you for information about yourself so that we can give you proper care and treatment. If you agree, your relatives and friends will be kept up to date with the progress of your treatment. We keep this information and details about your care, because we may need it if we see you again. We keep information on both paper records and computerised records.

What information do we collect about you?

The information we collect may be written down in paper records or held on computer in electronic records and will include:

- Basic details such as your name, address, date of birth, NHS number, phone number, Next of Kin
- Contacts we have had with you, such as outpatient clinic visits
- Notes and reports about your health and any treatments you receive
- Results of investigations such as laboratory and radiology results
- Relevant information from other healthcare professionals, relatives and those who care from you

Please be aware that by providing us with your mobile telephone or email address that we may use this information to contact you to remind you of your scheduled appointments.

What do we do with your information?

We use your information in several ways. For example:

- Giving you healthcare and treatment.
- Looking after and protecting the health of the general public.
- Managing and planning the NHS.
- Making sure our services can meet patient needs in the future.
- Paying the hospital and its staff for the care they give you.

- Auditing accounts.
- Preparing statistics in NHS performance and activity.
- External validation of hospital notes.
- Investigating complaints or legal claims.
- Helping staff to review the care they give to make sure it is of the highest standard.
- Training and educating staff (but you can choose not to be involved if you prefer and this will not affect your treatment).
- Research approved by the Local Research Ethics Committee. If you don't want to take part in research you can refuse and this will not affect your treatment. If you do take part you will not be identified unless you agree.

Who do I ask about how the Trust uses my information?

If you have a query about how the Trust uses your information, please contact either:

- | | |
|----------------------------------|---------------|
| • Information Governance Officer | 0151 600 1240 |
| • Information Governance Manager | 0151 600 1368 |
| • Customer Care Manager | 0151 600 1257 |

Who do we share your information with?

Sometimes we may need to share your information with other healthcare professionals. We will only do this if people have a genuine need for it as the law strictly controls the sharing of sensitive information.

Whenever we can we shall remove details which identify you. Anyone we give information to also has a legal duty to keep it confidential.

Sometimes the law requires us to pass on information, for example:

- To notify of a death.
- To inform the police if a serious criminal offence has been committed.
- By court order.

What if you don't want your information to be shared?

Please talk to your health care professional or a member of the team about this. You could also contact the Information Governance Officer within the Trust for advice.

Data Protection Act 1998

The Trust processes data on behalf of patients, members of staff and any other living individual identified by manual or automated records. The Trust conforms to all the Data Protection Principles and ensures the data held about you is collected fairly and processed lawfully under the requirements of the Data Protection Act.

It is important that the information we hold about you is accurate. If you are aware of any mistakes in this information please let a member of staff know.

Data is only processed for legitimate purposes, is kept as accurate as possible and is only kept for as long as is necessary. The Trust takes all reasonable steps to ensure your data is protected and not shared with anyone who does not have the right to access it.

What do I do if I want to see my own health record?

The Data Protection Act 1998 gives you the right to see your health record although there are some exceptions to this. If you are still undergoing treatment you should talk to the healthcare professional responsible for your care and ask if you could see your notes. Alternatively, to see or obtain copies of your records you need to make a written request to the hospital as detailed below.

How do I apply?

Contact the Information Governance Officer (see details overleaf). Tell us:

- Your full name, address, date of birth.
- Your NHS number, if you have it.
- Approximate dates of your admission/attendance(s).
- What you were treated for.

