

Personal Data Protection and How to Access Your Health Records



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

You have the right to object in certain circumstances. Restricting processing may affect our ability to provide you with care or advice. Contact our Information Governance Team to discuss further.

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

Data protection legislation 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 our Information Governance Team telling 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
- What information you require

You will be given access to your records within one month of the Trust receiving your application, providing you have included all the relevant information.

The Trust does not routinely charge for processing access to health records and personal data requests. Under legislation one copy of the requested information will be provided free of charge, a charge however may be applied to requests that are excessive or where disproportionate effort is needed to comply.

Additional copies of the requested information will be subject to an administrative charge (minimum charge £10).

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 Team
Health Records Department
Liverpool Heart and Chest Hospital NHS Trust
Thomas Drive, Liverpool, L14 3PE

Phone: 0151 600 1240 / 1845
Monday to Friday – during office hours 08:30am to 16:30pm
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 المثال 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。
ئەگەر ئەم زاتىڭىزغا بەھەر زامانىڭى تىز ياخۇد شۇنچىلىكى تىز دەۋىت (بۇ نىۋونە بە چاپى كۆرە) ئەۋا تىكايە بە ئۇمارە تەلەفۇنى 0151 600 1257 پەيۋەندىمان پىۋە بىكە و تامازە بە بەر زامانى ياخۇد شۇنچىلىكى 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.
Haddii aad u baahan tahay koobiga wargelintan oo luqad ama qaab kale (sida far waaweyn) fadlan nagala soo xiriir 0151 600 1257 adiga oo noo sheegaya luqadda ama qaabka aad wax ku rabtid.

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Liverpool Heart and Chest Hospital NHS Foundation Trust
Thomas Drive, Liverpool, Merseyside L14 3PE Telephone: 0151-600 1616

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This leaflet explains why we at Liverpool Heart and Chest Hospital NHS Trust collect your information, how we use your records, who your information is shared with and your rights.

Data Protection legislation

The hospital holds and processes your personal information in accordance with the requirements of the General Data Protection Regulation and the Data Protection Act 2018. The legislation gives you various rights including:

- The right to be informed about how your information is used and shared
- The right to access your personal information
- The right to object to or restrict the processing of your information, in certain circumstances

Under the legislation the hospital has a duty to

- keep your information secure and confidential
- maintain full and accurate records of the care we provide to you
- use your information only for lawful purposes
- provide information in a format that is accessible to you (e.g. in large type if you are partially sighted)

More information is available on our website.

Visit: www.lhch.nhs.uk

Why does the hospital need your information?

We collect and use your personal information for a number of purposes and the information we collect is important to support your care and is also a record of your relationship with healthcare staff involved in providing your care e.g. doctors, nurses, administration and clerical staff.

This relationship is based on mutual trust and confidence and we will do everything possible to protect and maintain that trust. It is important that the details you provide are accurate and that you let us know of any changes to them, for example, if you change address.

What information do we collect about you?

- 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 for you

If you are aware of any mistakes in the information we hold for you please let a member of staff know.

What do we do with your information?

We use your information in numerous ways including:

- **Direct care and administrative purposes** – to provide your healthcare and treatment. If you provide us with your mobile telephone or email address we may use them to remind you of your scheduled appointments
- **Commissioning and planning** – managing & planning the NHS; making sure our services can meet patient needs in the future
- **Research** – information may be used for health 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.
- **Public health** – looking after and protecting the health of the general public
- **Legal claims** – to fully investigate any legal claims and coroner requests for information
- **Training and education** - to help to improve the quality of care and health services. You can choose not to be involved if you prefer and this will not affect your treatment. Data are anonymised where explicit consent is not obtained.
- **Legal obligation** – information is only shared if there is a genuine need for it as the law strictly controls the sharing of

personal information and we will normally ask for your consent to share for non-care purposes. Sometimes however the law requires us to pass on information without your consent

You can choose whether your confidential patient information is used for planning and research purposes, details about this can be found on our website in our full Privacy Notice which also provides more information on how we use personal information. Visit: www.lhch.nhs.uk

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

If you have a query about how we use your information, please contact our Information Governance team or our Data Protection Officer:

Information Governance – email infogov@lhch.nhs.uk or call 0151 600 1240 or 1845, Monday to Friday, during office hours 08:30 to 16:30

Data Protection Officer – email wyn.taylor@lhch.nhs.uk or call 0151 600 1368

Who do we share your information with?

We will share your information if there is a genuine need to as the law strictly controls the sharing of personal sensitive information. Whenever we can we will remove details which identify you. Anyone we give information to also has a legal duty to keep it confidential.

To support your ongoing care we may share information about you with the following main partner organisations:

- Other providers involved in your care, such as your GP, community services for example district nurses
- NHS commissioners of care, in particular the organisation that referred you to us

More information about who information may be shared with is available on our website in our full Privacy Notice. Visit: www.lhch.nhs.uk