



The Clatterbridge
Cancer Centre
NHS Foundation Trust



A guide to how and why we use information about you

General information

A guide for patients and carers

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What information do we collect about you?

The information we collect from you helps ensure that you receive the best possible care from us. It is important that the details you provide are accurate and you let us know of any changes, for example, if you change your address. Information may be written down (manual records), or held on computer (electronic records).

The information includes:

- Basic details about you, such as name, date of birth, address, NHS Number and next of kin
- Contacts we have had with you, such as clinic visits
- Notes and reports about your health and any treatment and care you receive
- Results of investigations such as laboratory and X-Ray results
- Relevant information from other health professionals, relatives, or those who care for you and know you well

How do we use the information?

Your records are used to guide and administer the care you receive and this will ensure that:

- Your Doctor, nurse or any other healthcare staff involved in your care have accurate and up-to-date information to assess your health and make decisions about the care you need
- We can contact you in relation to your care and treatment; or to remind you of your appointment. This could be by text, email or a telephone call

- Full information is available should you see another doctor or need to be referred to another part of the NHS
- Your GP practice has enough information to ensure continuity of care. Therefore, information will be passed from the hospital to your GP practice and back again. In some cases, this process is automated
- Your concerns can be properly investigated if you need to complain

How your health information is used for other purposes

Information collected about you to deliver your health care is also used to assist with:

- Reviewing the care we provide to ensure it is of the highest standard
- Making sure our services can meet patient need in the future
- Preparing statistics on our performance for the Department of Health and other regulatory bodies
- Helping train staff and support research
- Supporting the funding of your care
- Reporting and investigation of complaints, claims and untoward incidents
- Reporting events to the appropriate authorities when we are required to do so by law



The legal basis for the processing of data for these purposes is that the NHS is an official authority with a public duty to care for its patients, as guided by the Department of Health and Data Protection law which says it is appropriate to do so for health and social care treatment of patients and the management of health or social care systems and services.

If we need to use your personal information for any reason beyond those stated above, we will discuss this with you. You have the right to ask us not to use your information in this way. However, there are exceptions to this which are listed below.

- The public interest is thought to be of greater importance, e.g.:
- If a serious crime has been committed
- If there are risks to the public or our staff
- To protect vulnerable children or adults
- We have a legal duty, for example, reporting some infectious diseases and Court Orders

How we keep your information confidential and secure

Everyone working for the NHS has a legal duty to maintain the highest level of confidentiality. All staff employed by The Clatterbridge Cancer Centre NHS Foundation Trust are subject to a strict code of confidentiality. When we use information about you, wherever possible, we remove any details that could identify you. We will share your information, if this is necessary, to provide you with the best possible care, for example, if you are receiving care from other health and social care providers. Anyone receiving health information about you also has a legal duty to keep your information confidential.

Sharing your information

The Clatterbridge Cancer Centre NHS Foundation Trust works closely with other organisations to support patient care. This means that information will be shared between the hospital and other organisations who may be caring for you or involved in your care. These may include:

- Other NHS Organisations
- Ambulance Services
- Cancer Registries
- NHS Common Service Agencies such as dentists, ophthalmic services, etc.



- Local Authority Departments, including Social Services
- Voluntary Sector Providers
- Private Sector Providers

Your Rights

You have certain legal rights, including a right to have your information processed fairly and lawfully. You have the right to privacy and to expect the NHS to keep your information confidential and secure.

Data Protection laws give individuals rights in respect of the personal information that we hold about you. These are:

1. To be informed why, where and how we use your information
2. To ask for access to your information
3. To ask for information to be corrected if inaccurate or incomplete
4. To ask for your information to be deleted or removed where there is no need for us to continue processing it (This only applies if certain conditions are met)
5. To ask us to restrict the use of your information
6. To ask us to copy or transfer your information from one IT system to another in a safe and secure way, without impacting the quality of the information (This only applies where data is provided to us with consent or under the performance of a contract)

7. To object to how your information is used
8. To challenge any decisions made without human intervention (automated decision making)

How long do we retain your records?

All our records are destroyed or retained in accordance with the NHS Code of Practice: Records Management, which sets out the appropriate length of time each type of NHS record is held for. We do not keep your records for longer than necessary.

Can I get access to my records?

You are entitled to know what information we hold about you and to be provided with the information if you request it. If you need access to this information, you must apply in writing to the:

Clerical Manager

The Clatterbridge Cancer Centre NHS Foundation Trust,
Clatterbridge Road, Bebington, Wirral, CH63 4JY

Alternatively, you may wish to use the application form which can be found in the Patient Services section of our website under 'You rights, Our responsibility', 'Accessing Medical Records'.

You will need to give us adequate information to identify you (such as your name and NHS Number, if known). You will also need to provide proof of identification before any information is released to you. In a small number of cases, the right to see your health



records may be restricted. If this is the case, we will explain why. For example if:

- The doctors treating you feel that seeing the information would cause serious harm to your health or the health of someone else
- The information identifies another person who has not given permission for you to see the information about them

If you would like to contact the **Patient Advice Liaison Service**, please write to PALS at The Clatterbridge Cancer Centre or:

Tel: 0151 556 5203

Email: pals@clatterbridgecc.nhs.uk

Further information on the Trust and the services we provide is available from our website: **www.clatterbridgecc.nhs.uk**

Further Information

Further information on how the Trust uses your information is available:

- From our website - www.clatterbridgecc.nhs.uk by searching "Confidentiality & Data Protection"
- By contacting the Trust's Data Protection Officer:

The Information Governance Manager

The Clatterbridge Cancer Centre NHS Foundation Trust

Clatterbridge Cancer Centre - Wirral

Clatterbridge Road, Wirral, CH63 4JY

Tel: (0151) 556 5844

E-mail: ccf-tr.cccdataprotectionofficer@nhs.net

How we produce our information

All of our leaflets are produced by staff at The Clatterbridge Cancer Centre and this information is not sponsored or influenced in any way. Every effort is made to ensure that the information included in this leaflet is accurate and complete and we hope that it will add to any professional advice you have had. All our leaflets are evidence based where appropriate and they are regularly reviewed and updated. If you are concerned about your health in any way, you should consult your healthcare team.

We rely on a number of sources to gather evidence for our information. All of our information is in line with accepted national or international guidelines where possible. Where no guidelines exist, we rely on other reliable sources such as systematic reviews, published clinical trials data or a consensus review of experts. We also use medical textbooks, journals and government publications.

If you need this leaflet in large print, Braille, audio or different language, please call 0151 556 5570.

If you have a comment, concern, compliment or complaint, please call 0151 556 5203.

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