

How your records are used to help you

Health records are used to guide and administer the care we provide to patients.

This is to ensure that:

- Any healthcare professional involved in your current care has access to accurate, up-to-date information.
- This is used to assess your health and decide what care you may need in the future;
- Information is available should you need to see another health professional, or be referred to a specialist or another part of the NHS;
- It provides good basis for assessing the type and quality of care you receive;
- Any concerns or comments can be properly investigated if you are unhappy with the treatment you have received.

Further information

Patient Experience Team:

Telephone - between 9.30am and 4pm, Monday to Friday, (not including Bank Holidays) on 0300 1239 242

Email: pet@secamb.nhs.uk

How to access your health record

Data Protection Legislation allows individuals to find out what information is held about them. This is known as “right of subject access” and applies to your health records.

This information can be held in an electronic format (computer) or in some instances within manual (paper) records.

Under the General Data Protection Regulation requests may be received either verbally, electronically or in writing. All requests must be completed within one month. There is the provision in exceptional circumstances to extend this timeframe by a further 2 months, although this cannot be generally applied and requires agreement with the requestor.

If you would like a copy of your information, then please contact the Patient Experience Team, at the address below.

Whilst you are entitled to make an application there are certain circumstances where your right to see or receive some details in your health records may be limited.

Website: www.secamb.nhs.uk

Access may be denied or limited when the information may cause serious harm to the physical or mental health of the patient, or any other person, or where giving access would disclose information relating to or provided by a third person who had not consented to the disclosure.

If you believe your personal data is inaccurate, you should firstly contact the address below and advise what you believe to be incorrect and what should be done to correct it.

If you have any queries or questions regarding your information, please contact:

**South East Coast Ambulance Service
NHS Foundation Trust**
Ambulance Headquarters
Nexus House
Gatwick Road
Crawley
RH10 9BG

Email: information.governance@secamb.nhs.uk

Your Information



What you need to know about why we collect information about you, how we use it, and how we keep it safe



Why the NHS collects information about you

The NHS provides care to individuals. This care may involve professionals from other organisations such as health; social care; education; or other care organisations.

To ensure you receive the most appropriate care, your doctor and any other health professional involved with your care holds records about the health, treatment and care you receive from the National Health Service (NHS).

Your information relating to this is recorded either within a manual record (written down) or alternatively held electronically on a computer.

Generally, these records include:

Basic details such as name, address, date of birth and next of kin.

Notes, reports and care plans relating to your health.

Details and records about the treatment and care you are currently receiving

Results of investigations, such as X-rays and laboratory tests

Information from other health professionals or organisations, including those who are part of your care team.

**For a large print copy of this leaflet, contact our Communications Team by telephone:
0300 123 0999**

**Or email:
comms@secamb.nhs.uk**

How your records are used to help the NHS

As part of any treatment plan your information may need to be shared with other organisations. We will always notify you of this first and gain your permission unless there are exceptional circumstances such as when your health or safety and that of others may be at risk or where the law requires information to be passed on.

When your care is handed over to another healthcare professional, e.g. hospital staff or GP, a copy of your patient clinical record will automatically be shared as part of your continuing care.

Information collected in the delivery of your health care is also used to assist with:

- Ensuring your care is of a high standard.
- Using statistical information to look after the health and wellbeing of the general public and planning services to meet the needs of the population.
- Assessing your condition against a set of risk criteria to ensure you are receiving the best possible care.
- Preparing statistics on our performance for the Department of Health and other regulatory bodies.

- Helping to 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.
- Testing / implementing new systems or processes. In such instances we will ensure that anonymised or minimal patient information is used.

See our website for our Privacy Notice at www.secamb.nhs.uk

Some of this information will be held centrally, and may be used for statistical purposes.

Anonymous statistical information may be passed to organisations with genuine interest, including universities, community safety units and research institutions.

In all instances stringent measures are taken to ensure that individual patients cannot be identified.

Where it is not possible to use anonymised information, personally identifiable information may be used for essential NHS purposes such as research and clinical auditing services.

However, this will only take place with your consent, unless the law requires information be passed on to improve public health.

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

How we keep your records confidential

All staff working within the NHS have a legal duty to keep information about you confidential.

However, there may be instances where we may need to share your information with other health professionals or organisations such as Social Services, multi-disciplinary / healthcare teams and your GP, so that we can work together for your benefit.

We will only ever use or pass on information about you if others involved in your care have a genuine need for it. Anyone who receives information from us also has a legal obligation to keep it confidential.

We will always notify you of this first and gain your permission unless there are exceptional circumstances such as when the health or safety of others is at risk or where the law requires information to be passed on.

However, we are required by law to report certain information to the appropriate authorities. This is only provided after formal permission has been given by a qualified health professional.

Examples include:

- Notification of new births
- Where we encounter infectious diseases, which may endanger the safety of others, such as meningitis or measles (but not HIV/AIDS)
- Where a formal court order has been issued.

Membership Scheme

Foundation Trusts are different from standard NHS Trusts. They have freedom to decide locally how to meet their obligations and they are accountable to local people and staff who can become members and governors.

As a Foundation Trust SECamb has a statutory duty to ensure that its membership is representative of the organisation and the areas it serves – Kent, Surrey, Sussex and parts of North East Hampshire.

Public Membership

As a Foundation Trust our members play a vital role in becoming Public Governors and voting for Governors who will work with our Board of Directors.

During the course of its activities, South East Coast Ambulance Service NHS Foundation Trust collects, stores and processes personal information in relation to its staff and those who have signed up to be a public member.

We recognise the need to treat all personal and sensitive data in a fair and lawful manner.

No personal information held by us will be processed unless the requirements for fair and lawful processing can be met.

See our website for our Membership Privacy Notice at

www.secamb.nhs.uk