

Your health care records

Under the Data Protection Act 1998, you have the right to see your health records, although some exceptions do apply. Applications to access the health records of patients who have died are made under the Access to Health Records Act 1990.

Which records can I see?

You can ask to see all of your written and computerised medical records, including x-rays and scans made by doctors and other health professionals.

Who can ask to see a health record?

- The person about whom the record has been made
- A representative (such as a relative, friend or carer), providing that they have the patient's written consent
- A parent or guardian of a child under 16, with the child's consent where applicable
- A court appointed representative (who has power of attorney) of a patient who is unable to handle their own affairs
- A personal representative or anyone with a claim arising from a patient's death may see the part of the record relating to the claim.

How can I arrange to see my health records?

You are entitled to see the information held in your health records at Hampshire Hospitals NHS Foundation Trust.

If you would like to access your most recent health records, firstly ask the record holder (usually a doctor) to see what has been written in the records. This can be done when you next see them for an appointment.

If you would like to see other parts or your entire health record you will need to complete a form which can be obtained from:

Access to Health Records Officer
Medical Records
Basingstoke & North Hampshire Hospital
Aldermaston Road
Basingstoke
Hampshire
RG24 9NA

Telephone: 01256 313067

www.hampshirehospitals.nhs.uk/patients-visitors/access-to-your-health-records

Please note a fee may be charged for this service. We will inform you if this is the case.

Adapted from Imperial College Healthcare NHS Trust's leaflet 'Understanding your health records' with their kind permission.

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How we use your information

A guide for patients, relatives and carers



This leaflet has been provided to answer some of the questions you may have about how the Foundation Trust uses your information and how you can access your health records.

How your health records are used to help you

Hampshire Hospitals NHS Foundation Trust records information about your health and the care provided by the National Health Service (NHS). This information is very important as it enables us to give you the best treatment and care possible.

Your records help us by:

- **ensuring** that we have accurate and up to date information to assess your health and plan an appropriate course of treatment to suit your needs.
- **enabling** us to provide a full and accurate record to other NHS professionals if you are referred to them for treatment.
- **making sure** there is sufficient information available for us to review the type and quality of care you have received.
- **allowing** us to fully investigate any concerns raised if you need to complain.
- **checking** that we are providing services where they are most needed and planning NHS services for the future.

- **assisting** in the teaching and training of healthcare professionals. If you do not your information to be used in this way, please let us know. It will not affect your treatment in any way.
- **supporting** health research (your personal details will not be disclosed outside of the Trust without your consent).

Our main concern is to safeguard the confidentiality of your information.

Your NHS number

Your NHS number is unique to you. Using your NHS number to identify you correctly is an important step towards improving the safety of your healthcare.

If you know your NHS number, or have it on a document or letter, you can help healthcare staff find your records more easily and share them safely with other people who are caring for you.

Keeping your records confidential

Everyone working for the NHS is legally bound to maintain the highest levels of confidentiality about patient information.

In some instances, you may be receiving care from organisations other than the NHS (such as private healthcare companies or social services) and so some information may need to be shared with them. We can then work together to provide the best possible care for you.

We only pass on information if it is needed for your care, and normally only with your consent.

Anyone receiving confidential information about you from us is also under a legal duty of confidence.

Relatives, friends and carers will only be given information about you if you wish us to do so.

Information about you is also sent to the Clinical Commissioning Group (CCG) responsible for your care and to the Department of Health. This information includes details such as your postcode, ethnic group and GP and is used to manage and plan services within the NHS.

Exceptional circumstances

In certain circumstances, we are legally required to report information to the appropriate authorities. For example:

- notification of new births
- notification of infectious diseases such as meningitis or measles (but not HIV or AIDS) which may put other people at risk
- at the request of a formal court order
- the Audit Commission appointed to assess the management of NHS bodies
- Cancer Registries

Information is only provided after formal authority has been given by a qualified health professional.