

In Confidence – A guide for patients about how we use and how you can access your information

Aintree University Hospital 
NHS Foundation Trust

Information Governance
Lower Lane
Liverpool L9 7AL
Tel:0151-525-5980

All NHS employees have a legal duty to keep your information secure and confidential at all times.

Why does the Trust need my information?

We ask you to share information with us so that we can provide you with the highest standard of care we possibly can.

We securely record this information inside your medical records.

This provides NHS staff with the information they need in the future to ensure that the delivery of your care continues to be of the highest level.

How does the Trust use my information?

We will use your information for:

- Providing healthcare
- Protecting public health
- Managing, planning, and improving NHS services
- Paying the hospital and its staff for the care they give you
- Financial and clinical audit
- Preparing statistics on NHS performance and activity (we always make sure you can't be identified)
- Investigating incidents, complaints or legal claims

- Helping staff to review the care they have provided to make sure it is of the highest standard
- Training and educating staff (this is optional on your behalf and must receive consent from yourself)
- 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 to be.

Who may the Trust share my 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 about you.

Whenever we can, we will 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 a birth or death
- Certain notifiable diseases

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

We **will not** pass information to your employer without your permission.

What if I don't want my information to be shared?

Please talk to your healthcare professional or a member of staff about this as it may affect how we are able to provide your healthcare.

Data Protection 'Fair Processing'

For statutory legal purposes, we need to inform you of the data controller processing your personal data, this is:

Aintree University Hospital NHS Foundation Trust

We process data on behalf of patients, members of staff and other individuals identified in our records.

Can I see my own health record?

Yes, although there are a few exceptions i.e. if you are still undergoing treatment, please talk to the healthcare professional responsible for your care about this request.

If, after speaking to your healthcare professional, you would like to access your health records, you can do so by contacting the Outpatients and Medical Records Department and ask for access to your record.

How do I apply to access my health record?

Contact the Outpatients and Medical Records Department and provide us with the following:

- Your full name, address, date of birth.

- Your NHS number, if you have it
- Approximate dates of your admission / attendance(s)
- What you would like access to

Please note, we may charge a small fee if you want a copy of your records.

Any fee is regulated by law and is likely to be between £10 and £50 depending on the copies we are providing.

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 payable.

Can I be refused access?

Only in the following circumstances:

- If your doctor or another senior healthcare professional thinks seeing your records could cause you or another serious harm.
- If the information involves an identifiable person who does not consent to it being disclosed; this does not include either yourself or healthcare professionals.
- If you are applying on behalf of someone who has died or who is not capable of managing their own affairs and they originally instructed that the information should not be revealed.

Can I change my records?

We are only obliged to make corrections if the record contains incorrect facts such as name, address etc.

If you think the record is factually wrong, you can ask for it to be put right.

If you dispute any item you may ask that this is noted.

Items, including medical opinion, may not be removed from your record for safety reasons, but we will add a note to your records with your view.

Medical Records / Access Requests

Aintree University Hospital NHS Foundation Trust,

Lower Lane,

Liverpool,

L9 7AL

Phone: 0151 529 2023

For more information regarding your information and your rights please visit our website www.aintreehospital.nhs.uk and view the 'Your Information Your rights' section.



If you require a special edition of this leaflet

This leaflet is available in large print, Braille, on audio tape or disk and in other languages on request. Please contact:

Tel No: 0151 529 2906

Email: interpretationandtranslation@aintree.nhs.uk