

Patient information

Keeping Your Information Private

Who are we?

Liverpool University Hospitals NHS Foundation Trust is a major NHS Trust providing healthcare services across Merseyside.

Information about you



You have the right to know what information we have about you.

We keep information about you and your health care.



It is important that you tell us if anything changes so we can keep your record up to date.



We keep all information about you safe and private and have to do so by law.



We keep your information on paper and/or on a computer.

Keeping records about you helps us to give you the best care and support we can. We might also use your information to:



Remind you about appointments.



Look into complaints and incidents.



Make sure we are meeting everyone's needs.



Train staff and help in research projects.



To report information to organisations such as the Department of Health and Social Care. This information would not contain your private details.

We do this to help improve and develop the care we give.

Where do we get information about you?

- From you.
- From your doctor or GP.
- From another hospital.

Sometimes we may have to use your information:

- If you have committed a serious crime.
- If you are a risk to the public or to yourself.
- To keep vulnerable children and adults safe.

You can ask us:

- For the information we have about you, which is called a Subject Access Request.
- How we use information about you.
- Not to use information about you for some things.
- To change any information if it is wrong.
- To move information about you in a safe way. This is to make sure it stays private.
- To destroy information about you that does not need to be used.
- Not to share your information (unless we must by law).
- To give copies of the information we have about you to other organisations.

Who do I talk to if I am not happy?

You can contact the Data Information Officer:



By post:

Daniel Scheffer
Data Protection Officer
Aintree Hospital
Lower Lane
Liverpool
L9 7LJ



Email:

DPO@liverpoolft.nhs.uk



Telephone:

0151 706 3146

Feedback

Your feedback is important to us and helps us influence care in the future.

Following your discharge from hospital or attendance at your outpatient appointment you will receive a text asking if you would recommend our service to others. Please take the time to text back, you will not be charged for the text and can opt out at any point. Your co-operation is greatly appreciated.

Further information

For more information about our services, please visit
<https://www.liverpoolft.nhs.uk/>

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All Trust approved information is available on request in alternative formats, including other languages, easy read, large print, audio, Braille, moon and electronically.

يمكن توفير جميع المعلومات المتعلقة بالمرضى الموافق عليهم من قبل انتمان المستشفى عند الطلب بصيغ أخرى، بما في ذلك لغات أخرى وبطرق تسهل قراءتها وبالحروف الطباعية الكبيرة وبالصوت وبطريقة برايل للمكفوفين وبطريقة مون والكترونياً.

所有經信托基金批准的患者資訊均可以其它格式提供，包括其它語言、易讀閱讀軟件、大字體、音頻、盲文、穆恩體 (Moon) 盲文和電子格式，敬請索取。

در صورت تمایل می‌توانید کلیه اطلاعات تصویب شده توسط اتحادیه در رابطه با بیماران را به اشکال مختلف در دسترس داشته باشید، از جمله به زبانهای دیگر، به زبان ساده، چاپ درشت، صوت، خط مخصوص کوران، مون و بصورت روی خطی موجود است.

زانیاری پیومندیدار بمو نه‌خوشانه‌ی له‌لایمن تراسته‌وه په‌سهند کراون، نه‌گهر داوا بکریټ له فورماته‌کانی تردا بریتی له زمانه‌کانی تر، نیزی رید (هاسان خویندنه‌وه)، چاپی گه‌وره، شریټی دهنگ، هیللی موون و نه‌لیکترۆنیکي همیه.

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Dhammaan warbixinta bukaanleyda ee Ururka ee la oggol yahay waxaa marka la codsado lagu heli karaa nuskhado kale, sida luqado kale, akhris fudud, far waaweyn, dhegeysi, farta braille ee dadka indhaha la', Moon iyo nidaam eletaroonig ah.