

What if I'm not happy with how my information is used?

If you are not happy with the way Your Healthcare has collected, used or shared your information then you have a right to complain to the Customer Care Liaison Officer by phone on 020 8339 8092 or email: contact@yourhealthcare.org

We have appointed Richard Bradley from Gateway Assure as our Data Protection Officer. He will provide advice and guidance on Data Protection to YH and be the first point of contact for individuals whose data is processed. He can be contacted at : Kingstonccg.DataProtection@NHS.net

Satisfaction Survey

Your Healthcare is currently running an ongoing collation of service user and carer perceptions of service. This asks simple questions such as:

- Would you recommend the service to friends and family.
- Do you have confidence in those treating you.
- Rate if you feel you have felt an improvement in your overall health/quality of life?

This is done by a completely anonymous survey. To complete this survey the electronic format can be accessed either by following this website address: <http://yourhealthcare.org/our-services/service-users-carers/>

For more information about our services go to www.yourhealthcare.org

Or follow us on:



yourhealthcarecic



@_yourhealthcare

Further information and help

If you have any questions or would like to discuss any of the issues raised in this leaflet please talk to the person in charge of your care or contact us on 020 8339 8000.

If you require this document in any other language or format, please email the Your Healthcare Customer Care Team who will be happy to help.

چنانچه این سند را به زبان یا در قالب فرمت دیگری نیاز دارید، لطفاً از طریق ایمیل contact@yourhealthcare.org با تیم پشتیبانی مشتریان Your Healthcare تماس بگیرید تا با کمال میل به شما کمک کنند.

إذا كنت تحتاج هذه النشرة في أي لغة أو شكل أخرى، يرجى الاتصال بفريق خدمة الرعاية الصحية للعملاء الذي سيكون سعيداً للمساعدة
contact@yourhealthcare.org

이 문서를 다른 언어나 형식으로 원하신다면, 귀하의 헬스케어 고객센터 (contact@yourhealthcare.org)으로 이메일을 보내주십시오. 기꺼이 도와 드릴 것입니다.

Jeśli chcieliby Państwo otrzymać tą ulotkę w dowolnym innym języku lub w innym formacie, prosimy o skontaktowanie się z działem obsługi klienta Your Healthcare pod adresem email: contact@yourhealthcare.org.

இந்த ஆவணத்தை வேறு ஏதேனும் மொழியில் அல்லது வடிவத்தில் பெற விரும்பினால் contact@yourhealthcare.org எனும் முகவரியில் உங்கள் நலப்பராமரிப்பு வாடிக்கையாளர் சேவை மையத்திற்கு மின்னஞ்சல் அனுப்பங்கள். அவர்கள் உங்களுக்கு மகிழ்ச்சியுடன் உதவுவார்கள்



Your Health Information



Why Your Healthcare collect your health information and how it is used

Why do we need to have information about you?

When you see a doctor, nurse or any other health and social care professional, you give information about yourself. This helps those who care for you decide with you what treatment and care is best for you. A record of any relevant information may be written down or held on computer. This is then known as your health, care or medical record. Your record may include:

- Basic details about you such as name, address, next of kin, ethnicity and gender.
- Details of any diagnosis and treatment you receive including drug prescriptions.
- Results of investigations you have such as blood tests and X-rays.
- Details of contact you have with other health professionals such as visits to clinics.
- Relevant information from other professionals and those who care for you.

Why is information recorded about me?

A record of your medical history helps to:

- Provide appropriate care for you and to determine if we need to see you again.
- Provide relevant information to other health and social care professionals, if you are referred to another care agency (for example, being referred from your GP to a hospital consultant).
- Review the type and quality of care you receive to make sure it is of the highest standard.
- Investigate your concerns if you ever need to complain or make a legal claim regarding your treatment.
- Manage, plan and run the service.
- Teach health and social care professionals and help with research.

Sharing your information

Everyone involved in your care needs to have relevant information about you. You may be receiving care from other people as well as Your Healthcare. For example, health and social work professionals work closely together to provide care, or you may be receiving services from an organisation outside Your Healthcare, such as a residential or day care centre (not one of the services provided by the organisation).

Information **won't** be released about you to your relatives/friends/carers unless you allow it. We will not share information that identifies you for any reason other than providing your care, unless:

- You ask us to do so.
- We ask and you give us your consent.
- We have special permission for health or research purposes.
- We have special permission because of a Public Health emergency or to protect yourself, or the public, from harm where issues of child or adult protection are raised.
- In accordance with statutory duties, eg investigation and prevention of crime.

What choice do I have?

You can decide:

- Not to share the information.
- To share the information with others providing your care.
- To add information to your record.
- At Your Healthcare you can speak to a health or social care professional about whether you choose to share your records. The care you receive may be affected by this decision. You can change your mind at any time.

Can I see my Health Records?

If you write to us, asking to see your records, we will normally give you access to all of your written or computerised medical records.

We may not provide information:

- That identifies another person who has not consented to you seeing it (this does not apply if the other person is a health professional).
- Where the health professional considers that the information is likely to cause serious harm to the physical or mental health of you or someone else.

How will you ensure information about me remains confidential?

Your Healthcare takes great care to ensure your information remains confidential.

- The handling and sharing of personal information is strictly controlled by law and guidance such as the General Data Protection Regulation, the Human Rights Act 1998 and the common law duty of confidentiality.
- Organisations providing health and social care services are required to have a Caldicott Guardian, a senior professional who is responsible for ensuring that your information is handled properly.
- Everyone who works for the NHS or in partnership as are we, has a legal duty to keep information about you confidential.
- All breaches of confidentiality by staff may result in disciplinary action.
- Only the minimum amount of information necessary will be shared and only with people who have a genuine need to know.
- When information about you is being used, wherever possible any details that could identify you will be removed.