

How and why we keep information about you and how you can choose who sees it



In order to support your care, NHS healthcare professionals maintain records about you. We take great care to ensure your information is kept securely and used appropriately. Our staff are fully trained to understand their legal and professional obligations to protect your information.

What information do we hold about you?

- Your age, contact details and next of kin
- Details of your appointments, clinic visits etc.
- Records about your health, illness, treatment and care
- Results of investigations, like laboratory tests, x-rays, etc.

Information from other health professionals

When is your information shared?

We will only use or pass on identifiable information about you with health professionals who are treating you to support the direct provision of your care. They will ask your permission to see your information when they see you. We will not disclose your identifiable information to anyone else without your permission unless in exceptional circumstances (i.e. life or death situations), or where the law requires it.

You have the choice to share or not to share

You can ask for all or some of your information not to be shared outside of the practice. If you decide not to share at all this will not affect your entitlement to care. However, it may result in the delivery of your care being less efficient as clinicians will not see your full medical history. If you have any concerns about how your information is shared or held, please contact the Practice Manager.

Access to your health information

You have a right under the Data Protection Act 1998 to access or view information the practice holds about you, and to have it amended or removed should it be inaccurate. We will:

- describe the information we hold about you
- tell you why we are holding that information
- tell you who it might be shared with
- at your request, provide a copy of the information in an intelligible form

If you would like to make a 'subject access request', please contact the practice manager.

Who can see your information with your permission?

In order to provide you with health care services, trained clinicians in the following organisations will be able to see your health care records – but only with your permission.

- Central and North West London NHS Foundation Trust
- Chelsea & Westminster Hospital NHS Foundation Trust
- Hounslow and Richmond Community Healthcare Trust
- Imperial College Healthcare NHS Trust
- London North West Healthcare NHS Trust
- NHS Healthcare organisations linking to or using SystemOne systems
- West Middlesex University Hospital NHS Trust

This list will be updated on the website:

www.westlondonccg.nhs.uk/patientrecord

Health and Social care teams providing you with integrated care and support may also access your care plans with your permission

How is anonymous information used?

The NHS currently uses your information in an anonymous and safe way to:

- protect the health of the public
- help us anticipate, plan and provide care
- audit and monitor the quality of services provided
- save lives by supporting medical research

If you would like further information about how we use your information, or if you do not want us to use your information in this way, please contact the Practice Manager.