



Thurrock

Clinical Commissioning Group

Your rights under the Data Protection Act 1998.

The Data Protection Act 1998 gives you the right to see or have a copy of your health records. You do not need to give a reason but you may be charged a fee.

If you want to access your health records you should make a written request to the NHS organisation(s) where you are being, or have been, treated. You should also be aware that in certain circumstances your right to see some details in your health records may be limited in your own interest or for other reasons.

Further Information

If you would like to know more about how NHS Thurrock Clinical Commissioning Group uses your information, you can find out more, including who to contact, from our website www.thurrockccg.nhs.uk

Further information can also be obtained from the Data Protection Act 1998, the Care Record Guarantee and the NHS Confidentiality Code of Conduct, accessible via the Internet or library.

If you would like a large print version or a translation of this leaflet in another language, please contact the CCG using the contact details on the front of this leaflet. The Complaints and Concerns staff are available to assist patients, carers and members of the public in trying to resolve any difficulties they may be experiencing with the local NHS.

How to contact Complaints & Concerns

Office hours: Monday to Friday 9am – 5pm
Direct line: 01268 594566 (with secure answer phone)

Email: thurrockccg.complaints@nhs.net Please note that emails sent from non nhs.net accounts will not be sent through a secure system and personal information is sent at the sender's own risk.

YOUR INFORMATION

WHAT YOU NEED TO KNOW

**NHS Thurrock Clinical
Commissioning Group (CCG)
Civic Offices
2nd Floor
New Road
Grays
RM17 6SL**

Tel 01375 365810

Patient Information Leaflet

Last updated September 2013

What does a CCG do?

- We buy services from hospitals and other health care services, including district nursing and health visiting
- We monitor performance of these services
- We respond at concerns from our patients about these services.

What information we record:

- Basic details about you, such as an NHS Number
- Contact we have had with you
- Notes and reports about your health
- Details and records about your treatment and care.

Why we collect information about you:

- To help us secure services for you
- To respond to your queries
- To support GPs in identifying and caring for patients
- To provide a good basis for all health decisions made by you and care professionals
- To allow you to work with those providing care
- To make sure your care is safe and effective, and
- To work effectively with others providing you with care.

Others may also need to use records about you to:

- Check the quality of care (such as clinical audit)
- Protect the health of the general public
- Keep track of NHS spending
- Manage the health service
- Help investigate any concerns or complaints you or your family have about your health care
- Help with research
- Be used for statistical purposes some information will be held centrally. In these instances we take strict measures to ensure that individual patients cannot be identified.

We may keep your information in written form and / or on a computer.

How we keep your records confidential

Everyone working for the NHS has a legal duty to keep information about you confidential.

We have a duty to:

- Maintain full and accurate records
- Keep records about you confidential and secure
- Provide information in a format that is accessible to you (for example in large type if you are partially sighted).

Who do we share personal information with?

We may share information with other NHS partner organisations such as commissioning support units, other clinical commissioning groups, NHS trusts, for example hospitals or community trusts, special health authorities and the ambulance service.

We may also share your information, with your consent and subject to strict sharing protocols about how it will be used, with:

- Social services
- Education services
- Local authorities
- Voluntary sector providers
- Private sector providers
- Police

We are required by law to report certain information to the appropriate authorities. This is only provided after formal permission has been given by a qualified health professional. Occasions when we must pass on information include-

- where we encounter infectious diseases which may endanger the safety of others, such as meningitis or measles (but not HIV/AIDS)
- where a formal court order has been issued

You may opt out of some instances of sharing however this may have a delaying effect on the care or services which you receive.

Anyone who receives information from us also has a legal duty to keep it confidential.