

## **Privacy Notice – Patients**

Walsall Cardiac Rehabilitation Trust (Walsall Heart Care) takes its responsibility for looking after your information seriously. We aim to provide you with the highest quality care and service. To do this we must keep records about you, your health and the care we have provided to you or plan to provide to you. These records may be stored in paper format or electronically.

This privacy notice provides a summary of how we use your information. The Trust is registered with the Information Commissioners Office (registration number Z7799297)

Personal data is information that relates to a living individual who can be identified from that data.

### **What kind of information the Trust holds about patients/clients**

- Name, address, contact details
- Date of birth, NHS number – to ensure you are correctly identified and your records are correctly assigned to you
- Next of kin/Emergency contact
- Contact details of other health or social care providers including your GP
- Details of your health, clinical conditions and treatments, including your medications

By providing the Trust with their contact details, patients are agreeing to the Trust using those channels to communicate with them about their healthcare, i.e. by letter (postal address), by speaking direct (telephone or mobile number), by text message (mobile number) or by email (email address).

Patients have the right to access personal information about them held by the Trust, either to view the information in person, or to be provided with a copy. If you think that any of the information we hold about you is incorrect it is really important that you let us know as soon as possible. Please contact Suzanne Ursell, Manager.

### **Why we collect information about you**

The staff who care for you use your information and records to:

- Provide a good basis for all health decisions made by you and your care professionals
- Allow you to work with those providing the service
- Make sure your care is safe and effective
- Work effectively with all health care professionals providing you with care

### **How we process and store this data**

- Depending on the method of referral to our services, we may collect this data manually or on a computer.
- Information is stored electronically on computers. Access to this data is restricted by a user id and password. Your information is also recorded on the NACR database (National Audits of Cardiac Rehabilitation)
- We maintain paper records relating to the care and treatment we provide
- All paper records are held in lockable cabinets in lockable rooms

## **Sharing information**

Patient information may be shared, for the purposes of providing direct patient care, with NHS provider organisations, such as NHS Acute Trusts (hospitals), NHS Community Health (primary care), NHS general practitioners (GPs), NHS ambulance services etc.

This will enable us to:

- Obtain further information on your diagnosis
- Ensure continuity of care
- Keep other healthcare professionals up to date with your progress

In such cases, the shared data will always identify the patient for safety reasons.

For the purposes of commissioning and managing healthcare, patient information may also be shared with other types of NHS organisations, such as the local Clinical Commissioning Group (CCG), and the Health & Social Care Information Centre (part of NHS England).

In such cases, the shared data is made anonymous, wherever possible, by removing all patient-identifying details, unless the law requires the patient's identity to be included, for example statistics on performance and activity, training and educate staff, conducting clinical audits and research projects

## **Information sharing with non-NHS organisations**

For your benefit we may need to share information from your health records with non-NHS organisations from whom you are also receiving direct care, such as social services or private healthcare organisations. However, the Trust will not disclose confidential health information to third parties without the patient's explicit consent, unless there are exceptional circumstances such as when the health or safety of others is at risk or where the law requires it.

If we are asked to share information with another organisation that does not directly relate to your care, we will always seek consent prior to any information being shared. If you choose not to consent to this when asked, then that decision will be recorded and respected.

## **How patient records are kept confidential**

This is covered in our Safe Haven Policy

## **Your right to withdraw consent for your information to be shared**

You have the right to withdraw and refuse consent to information sharing at any time, but note that not sharing your information may affect the quality and safety of the service you receive. For further information please contact **Suzanne Ursell, Manager/Caldicott Guardian** at Walsall Heart Care, 12 Portland Street, Walsall, WS2 8AB – 01922 659152 or email:suzanne.ursell@walsall.nhs.uk

## **How long health records are retained**

All patient records are destroyed in accordance with the NHS Retention Schedule, which sets out the appropriate length of time each type of NHS records is retained.

The Trust does not keep patient records for longer than necessary.

All records are destroyed confidentially once their retention period has been met, and the Trust has made the decision that the records are no longer required.

## **Raising a concern**

Patients who have a concern about any aspect of their care or treatment at this Trust, or about the way their records have been managed, should contact the [Chairman of the Trust](#)

Additionally, patients have the right to complain to the Information Commissioner if they should ever be dissatisfied with the way the Trust has handled or shared their personal information:

The Information Commissioner's Office (ICO)  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

Tel: 0303 123 1113 or 01625 545745

[Information Commissioner's Office website](http://www.ico.org.uk) (www.ico.org.uk)

## **Further information**

To learn more about how the Trust uses, manages and maintains confidentiality of patient information, please speak to the health professionals concerned with your care, or contact Suzanne Ursell, Manager