

## Why we collect your information

The National Health Service works hard to provide patients with the highest quality of health care possible. In order to achieve this, secure records are kept concerning your health history, including information about care you have received at your GP practice, at hospital or at your dental practice.

### Your records include information such as:

- Basic details about you, including your name, address, age and NHS number.
- Details of past contact we have had with you, including past or ongoing treatments.
- Details and records about your treatment and care.
- Results of x-rays and tests, and allergy information.
- Hospital admission and discharge records.
- Relevant information from people who care for you and know you well, such as health professionals and your relatives.

### It is recognised as good practice for people in the NHS who provide your care to:

- Engage in discussion and agree what information they are going to record.
- Share what information they have recorded about you, if you ask to see it.
- Provide you with a copy of letters that they are writing about you.

## How your medical records are used

### The NHS uses your records to:

- Provide a good basis for all health decisions made in consultation with you and other health care professionals.
- Make sure that your health care is safe, appropriate and effective.
- Help investigate any concerns or complaints you or your family may have about your health care.



### Anonymised data from your records (which does not include your personal details) may also be used in order to:

- Check the quality of care provided by a particular health care provider e.g. carrying out a clinical audit.
- Determine whether certain treatments are more effective than others
- Track the spread, or risk factor, of a particular disease.

## How We Use Your Health Records



**Pen Y Bont Surgey  
St Asaph  
LL17 0LU**

If you require this leaflet in a different format or you need further information or assistance, please contact the Practice Manager, Zoe Williams, on 01745 583 208

## How your records are kept confidential

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

### We will not share information that identifies you for any reason unless:

- You ask us to do so.
- We ask and you give us specific permission.
- We are obliged to do so by law.
- We have special permission for health or research purposes.
- We have special permission because the interests of the public are thought to be of greater importance than your confidentiality—for example, if you had a serious medical condition that may put other people you come into contact with at risk.

### We have a duty to

- Keep full, up-to-date and accurate records of the care we provide for you.
- Ensure that records about you are kept confidential and secure.
- Provide information in a format that is accessible to you (e.g. large type if you are partially sighted).

**We hold your records in  
STRICT CONFIDENCE**

## How you can access your health records

**You have the right to access your medical records** and there is more than one way you can go about doing so.

### Subject Access Requests

A request for your medical health records held at **Pen Y Bont** must be made in writing having filled out the to the data controller who is: Zoe Williams (please contact the practice for alternative methods of access if you are unable to make a request in writing).

### Costs

**Under the GDPR**, the right to submit a Subject Access Request and receive the information without undue delay is shortened to within 1 month. An extension of 2 months can be allowed if necessary taking into account the complexity of the request. A fee cannot be charged unless the request is “manifestly unfounded or excessive”, in which case a fee may be charged or the request refused.

## Further Information

These rights are explained in further detail in the leaflet ‘**Access to Medical Records under the Data Protection Act 1988**’, which is available from the practice. If you can’t find a copy, you can ask for one from reception.

## How your information may be shared

### Who are our partner organisations?

We may share information with the following main partner organisations:

- NHS Trusts and Special Health Authorities
- Ambulance Service
- Clinical Commissioning Group (CCG)

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

- Social Services
- Education Services
- Local Authorities
- Voluntary Sector Providers
- Private Sector

Some information will be held centrally to be used for statistical purposes. In such instances, strict measures are taken to make sure that individual patients cannot be identified.

Anonymous information is used wherever possible, but on occasions we may use identifiable information for essential NHS purposes such as research and auditing.

This information **will only be used with your consent**, unless the law requires us to pass on the information.

**Anyone who receives this information from us also has a legal duty to KEEP IT CONFIDENTIAL**