



Information we hold about you - a guide for patients

This leaflet explains what information is collected about you, why it is collected and the ways in which it is used.





Information we need about you

Medical and social care professionals keep records about you, your health/social care and any treatment and/or care you receive from the NHS. When you contact our service we keep information about you to provide you with medical care.

These records are known as care records and they help to ensure that you receive the best possible service from us. The clinical and non-clinical staff involved in your care need accurate and up-to-date information to assess your health and provide the care you need.

We may record information about you if you contact us for any other reason (e.g. to make a complaint or report a concern via our patient surveys). In some cases, we may need to obtain or provide information from another service provider (such as our commissioners) to fully investigate a complaint, enquiry or to assist with a Freedom of Information Act request.



Information we hold about you

When you contact us we keep the following information including:

- Your name and date of birth
- Caller and patient contact details including home address and current location
- A summary of your medical problem
- Clinical notes about any assessments, examinations, treatment or care you receive from Devon Doctors Limited
- Information we may receive from other service providers/health professionals to enable us to support your care (for example, NHS 111)
- Recordings of all telephone calls to and from Devon Doctors Limited

As we do not have access to your GP, dental or other health records, other health professionals may provide us with important information such as a special note to highlight any specific medical history and/or care plans. This will support our health professionals in their decision making in the event of contact from you.



How do we keep your records confidential and secure?

Everyone working in the NHS has a legal and professional duty to ensure that all your information is safely and securely protected and kept confidential.

The sharing of some of your information is strictly controlled. We will not pass on this information about you to third parties without your permission unless there are exceptional circumstances, e.g. we are required to by law.

In all cases, where personal information is shared, either with or without your consent, a specific record will be kept. We also adhere to the Caldicott Regulations to ensure information is accessed and held securely and appropriately.

How your records are used

Your care records are used to guide healthcare professionals in the care you receive:



- If you contact our service again staff can refer to our records (and additional information such as your special note) made from your previous contacts with us
- A record of your contact with us is sent to your GP practice the next working day. This helps your GP, nurse or other medical professionals involved in your care to assess your health and decide what care you need
- We also share your pseudonymised records with our commissioners to enable them to conduct risk stratification to ensure patients receive appropriate packages of care and support
- When the ambulance service provides us with non-conveyance information (in the event that you are not taken to hospital when seen by paramedics) we may share this information with your GP and district nurses to enable them to monitor your care
- Your records help us to thoroughly investigate any feedback or concerns you may have about contact with our service
- Your records can also be available if you see another doctor, or are referred to a specialist or another part of the NHS or health care system for the purposes of direct care.



Your records also help us to:

- Look after the health of the general public
- Audit NHS accounts and services
- Investigate complaints, legal claims and untoward events
- Review and audit the type and quality of care we provide to ensure it is of the highest standard and meets the needs of our service users in the future
- Prepare statistics on NHS performance
- Assist with health research and development
- Teach, train and monitor staff and their work (including providing staff and clinicians with anonymised feedback from patient surveys) to audit and improve our service
- Conduct clinical audit to ensure we are providing a safe, high quality service
- Support the provision of care by other healthcare professionals

We may share anonymised and pseudonymised information with other organisations with a legitimate interest such as universities and research institutions. This data will be provided in a way that respects your right to confidentiality and does not identify individual patients.



If for any reason you do not wish for your information to be used in any of the ways described here please inform our clinician dealing with your care or alternatively, contact the governance team (details at the end of this leaflet).

You have the right at any time to request your information is not used in this way and to have your objections heard. We will comply with your request where we are able to do so in accordance with the law. The possible consequences of not sharing this data will be fully explained to you.

There are circumstances where we need to share information without your consent. For example, when the health and safety of others, including members of staff, is at risk, to ensure we provide you with the correct care, to protect public health or when the law requires information to be passed on (for example in the prevention of serious crime or under a court order).



You may be receiving care from other non-NHS organisations such as Social Services and we may need to share information about you so we can all work together for your benefit. We will only ever use or pass on information about you if others involved in your care have a genuine need for it. Anyone who receives information from us is under a legal duty to keep it confidential and secure.

Information may be withheld if it is believed it may cause serious harm or distress to yourself or to another person.

We will not transfer or process your information outside of the European Economic Area.



How you can access your records

The Data Protection Act allows you to find out what information about you is held on computer and in certain paper records. This is known as a 'right of subject access'.

If you would like to see your records you can make a written request to us (which must include your authorising signature). You are entitled to receive a copy of your records and do not have to give a reason for the request however, there may be a charge. Consent will be required when requesting information relating to someone else.

You can write to us if you have any privacy concerns or if you wish to update your personal information.

Written requests should be addressed to:

**Information Governance Manager
Devon Doctors
PO Box 524
Exeter EX1 9EE**



You can also email your request to ddocs.governance@nhs.net or fax it to our secure number **01392 824 749**.

If you have any detailed queries about the use of personal information please contact the Information Governance team, either via the address above or by telephoning **01392 822 340**.

To access your GP practice records please contact your practice directly.

To provide a safe, professional and efficient service, we need to keep information on record. Your personal details will be handled with sensitivity and confidentiality. If you think any information we hold about you is not accurate, please let us know.



We are a social enterprise organisation and are owned by all of the GP practices in Devon.



If you require this leaflet in another language or format, email **ddocs.patientfeedback@nhs.net** or telephone **01392 822 340**.

For an electronic version of this leaflet or more information about Devon Doctors, please visit our website.

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