

## How you can help

It is important that we have up to date information about you. If any of your circumstances change, please tell us as soon as possible or the next time you see us.

Out of date or wrong information could lead to mistakes being made with your care.

On occasion, we may ask you to confirm your details to help ensure the information we have about you is up to date.

If you are unable to provide up to date details, we may ask people who accompany you, such as your relatives.

## More information

You are entitled to see the information held in your health record.

If you wish to see a copy of your health record, please ask or write to the person providing your care or the Head of Health Records, Rikenel, Montpellier, Gloucester GL1 1LY.

There may be a charge for this service.

If you have any questions:

- Speak to the person providing your care
- Contact the Patient Advice and Liaison Service (PALS):

### Gloucestershire PALS

0800 015 1548

[www.palsglos.org.uk](http://www.palsglos.org.uk)

### Herefordshire PALS

01432 260263

[www.herefordshire.nhs.uk/142.aspx](http://www.herefordshire.nhs.uk/142.aspx)

If you would like further information, additional copies or would like to receive this leaflet in another language, large print or on audio format, please contact the Trust Communications Team at Trust Headquarters, Rikenel, Montpellier, Gloucester, GL1 1LY. You can email us at [2gether.comms@glos.nhs.uk](mailto:2gether.comms@glos.nhs.uk) or call us on 01452 891604.



## How we handle your information

Guidance for service users and carers

The Trust keeps information about you, for example, your name, your address and the care you receive.

This information helps us to:

- **Care** - monitor the quality of care provided
- **Share** - give you good care and treatment
- **Work** - plan new services
- **Reassure** - check services are efficient and effective

## Care

Your health record contains facts about your health.

These include:

- appointments
- treatments and test results
- professional opinions of the staff caring for you

These are used by staff to ensure they can offer you good care and treatment.

Your records will be used by staff treating you or administration staff who may book your appointments.

## Share

When you require care it is often the case that several organisations are involved in providing it.

To enable this to happen smoothly, information about you is shared between the staff in the organisations caring for you.

The NHS works with many partner agencies such as social services, education, housing and the voluntary sector. Our staff should discuss with you what information they are sharing and why. You can always ask if you have any concerns.

It is sometimes important that your information is shared in order to prevent you or someone else coming to harm.

We only share information in situations where we have either spoken to you, or where it is vital to do so quickly, and we are unable to talk to you.

There are also legal reasons that require the NHS to share information. These include child protection, controlling infectious diseases and protecting vulnerable individuals.

## Work

In addition to providing the care you need, the NHS uses information for a number of other important activities such as research, quality monitoring and developing services.

When information is used for these activities we will remove your name and address. We may use a reference number instead so you are not identified.

You may be invited to participate in research studies. All research is approved by a Research Ethics Committee. Before research can start, there are detailed checks over how patient information will be handled.

Details about your health will not be passed to researchers unless you choose to take part.

## Reassure

All Trust staff receive regular training and updates about how to handle your information. It is a legal requirement to ensure that all information about you is kept confidential.

Information about you is held on paper and on computer systems. These are checked regularly to help ensure your information remains confidential.

Our staff can only review the information they need to access and receive regular training on the systems.