

# Find out how your shared information is used by health and care professionals involved in your care

It is necessary for us to collect and hold information about you.

## What information do we collect?

The information we collect and hold about you includes:

1. Your name and address;
2. The people we should contact if anything happens to you, for example your next of kin and carers;
3. The details of your GP;
4. Details of visits to hospitals and clinics, your calls to out of hours and any home visits we make;
5. Test results and x-rays; and
6. Information from NHS and social care professionals who support and care for you.

We may keep this information on paper or on computers.

## How we use your information

We will use your information when relevant health and social care staff:

1. Look at your health needs and support your care and treatment;
2. Refer you to a different service;
3. Look after you while you are in a hospital;
4. Check the quality of your care; and
5. Investigate any problems with your care.

One of the ways we do these things is to hold your information in the Thames Valley and Surrey Care Record (TVS Care Record). To find out more specific details about the TVS Care Record and how we use TVS Care Record please see <https://www.thamesvalleysurreycarerecords.net/yourinfo/> or contact us using the contact details below.

We have controls in place for the TVS Care Record to ensure that information about you can only be seen by the people who should see information about you.

## How else could your information be used?

We may use some of your information to help us do the following (and where possible we will remove information that may identify you):

1. Look after the health of the general public;
2. Check that the NHS is giving a good service;
3. Give information to the government about our work;
4. Look into new ways of caring for people;
5. Make sure our services can meet patient needs in the future; and
6. Teach and train healthcare professionals.

## Do we share information about you with anyone?

There are times when it is right and necessary for us to share identifiable information about you with other people and organisations.

Using the TVS Care Record we may share your identifiable information with:

1. GPs;
2. NHS organisations involved in your care, NHS England and the Department of Health;
3. The local Council's Social Services and Education Services;
4. Private health and care companies who are involved in your care; and
5. Community organisations who are involved in your care.

We will not give information about you that identifies you to other people unless the law says that we should.

The law says that any organisation that uses your identifiable information must keep it safe.

## Your rights

The law says that:

1. You have the right to have your personal information kept safe and secure.
2. You have the right to be told about how your information is being used.
3. You have the right to ask for a copy of your medical records.
4. You have the right to ask that your personal information is only used for your own care and treatment.
5. You have the right to check that your information is correct and up to date.

## Things the TVS Care Record partners must do

The TVS Care Record partners must:

1. Keep records of our interactions with you the care and treatment that we provide to you;
2. Keep your records safe and secure;
3. Give you information in a way that you can understand; and
4. Give you a copy of your records when you ask for them.

## Find out more or contact us

To find out more about the above please contact Frimley Health NHS Foundation Trust.

Frimley Health NHS Foundation Trust is the lead organisation for the TVS Care Record. The Data Protection Officer for Frimley Health NHS Foundation Trust can be contacted using [fhft.information.governance@nhs.net](mailto:fhft.information.governance@nhs.net) and by post using THE DATA PROTECTION OFFICER, INFORMATION GOVERNANCE DEPARTMENT, FRIMLEY HEALTH NHS FOUNDATION TRUST, HEATHERWOOD HOSPITAL, GREENWOOD OFFICES, LONDON ROAD, ASCOT, SL5 8AA.

Should you require information relating specifically to one of the health and social care organisations you deal with directly, please contact the organisation concerned. You will find the contact details and process for individual organisations on their websites.

To find out more specific details about the TVS Care Record and how we use it please see <https://www.thamesvalleysurreycarerecords.net/yourinfo/> or contact us using the contact details above.

If you need to contact the Information Commissioner, the Information Commissioner's Office (ICO) internet address is <https://ico.org.uk/> and the ICO can be contacted here <https://ico.org.uk/global/contact-us/contact-us-public/> and here: INFORMATION COMMISSIONER'S OFFICE, WYCLIFFE HOUSE, WATER LANE, WILMSLOW, CHESHIRE, SK9 5AF, or by telephone on: 0303 123 1113.