

How you can arrange to see your own Healthcare Record

By law, the Data Protection Act (1998) entitles you to request access to the information contained in your health record.

If you are a current patient, and you wish to see your health record, just ask a member of staff, and they will make an appointment for you to come in and view them. You can still request access to your health record even if you are no longer in contact with us, but we will need some details from you in order to locate them.

You will not be able to take away your original records, but if you wish us to make you a copy of your records to take away, you will need to put this in writing. A member of staff can help you put your request in writing if you are unable to do so yourself. We may charge you a fee for copying and posting your health record.

We will try to make sure your request is dealt with within 21 days, if it is likely to take longer than this, we will inform you and by law we must provide these within 40 days of the request. However, we reserve the right to withhold any parts of your health record that, in our professional medical opinion, are likely to cause serious harm to the physical or mental health of you or any other person.

To make a formal application, please write to:

The Information Governance Administrator,
Bramber Building, Brighton General Hospital
Elm Grove, Brighton BN2 3EW.

Contact us



PALS
Sussex Community NHS
Foundation Trust
Freepost (BR117)
Elm Grove
Brighton
BN2 3EW



01273 242292



sc-tr.serviceexperience@nhs.net



sussexcommunity.nhs.uk



Sussex Community
NHS Foundation Trust

How we use information about you

Your health record, how we use it and why it's important to help us care for you

Get the best from your NHS

Our patient advice and liaison service (PALS) can help patients, families and carers with questions, comments or concerns about NHS services. If you need advice about our services, facilities or staff, or would like to make a comment, please contact PALS using the above information.

The NHS Care Record Guarantee

The NHS makes a commitment that NHS organisations and those providing care on behalf of the NHS will use records about you in ways that respect your rights and promote your health and wellbeing. A full copy of the NHS Care Record Guarantee is available from the Health and Social Care Information Centre



Why we collect information about you

Healthcare professionals caring for you keep records about your health and treatment so they are able to provide you with the best possible care. These records are called your 'health record'.

Your health record may be stored in paper form or on computer databases; and may include information such as:

- Your name; address and date of birth.
- Details of your next of kin or named emergency contact.
- Details of your appointments.
- Notes about your health, care plans and any treatments and/or procedures you have undergone.
- Test results – e.g. laboratory and X-ray results

Your health record is used to ensure:

- There is a documented record of your care.
- Healthcare professionals looking after you have accurate and up-to-date information to help them assess and decide on any care you may require.
- We are able to assess how well you have been looked after.
- Your concerns can be properly investigated should you make a complaint.

Patient confidentiality and information security

- By law everyone working for, or on behalf of the NHS or other qualified healthcare providers must respect your confidentiality and keep your information secure.
- We will obtain your consent before sharing your information with other health professionals unless exempted by law or in the best interests of your continuing care.
- We reassure you that the computer systems we use are subject to strict access controls and only staff who are involved in your care will have access to your records.
- When we do share your information we will always use the most secure method available where possible and only share the information that is relevant.

Sometimes we have a legal duty to share information which identifies you without obtaining your permission. Examples of these are:

- To protect children or vulnerable adults who are not able to decide for themselves whether their information should be shared.
- Reporting serious crime to the police.
- A court orders us to do so.
- Reporting events to the appropriate authorities, such as notification of infectious diseases or birth notifications.

the confidentiality and security of you information is protected by law. Sussex Community NHS Foundation Trust is regulated to ensure we comply with these rules.

How your health record is used to help the NHS

In most cases where information is required to help the NHS other than for your direct care, such as service planning or reporting statistical information, your information will be anonymised. Where there is a requirement for us to be able to identify you (such as investigating complaints), we will ask for your permission (unless we are required to disclose information by law).

Health records are also used to assist with:

- Reviewing our care to ensure it is of the best quality.
- Teaching and training healthcare professionals.
- Reporting and investigating complaints claims and untoward incidents.
- Service planning to ensure we meet the needs of our population in the future.
- Preparing statistics on our performance for the Department of Health.
- Conducting health research and development
- Audit of NHS accounts.

