

Who are our partner organisations?

The principal partner organisations with whom information may be shared are:

- General Practitioners (GPs)
- NHS dentists, optometrists and pharmacists
- Other NHS Trusts
- Ambulance Services
- Out-of-hours services (Shropdoc)
- Other relevant independent healthcare providers
- Commissioning organisations
- NHS England
- Health and Social Care Information Centre (HSCIC)

Your information may also, subject to strict agreements describing how it will be used, be shared with:

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

We have a duty to ensure your information is accurate and up to date. Part of this is checking that we have the correct contact and treatment details about you.



We also undertake Information Quality Assurance Assessments to ensure we deliver improvements in the quality of the information we record about you.

Your part to play

- Keep us informed of changes like 'change of address' so we can keep our records up to date
- Tell us if you have issues or concerns about how we use your information so we can deal with them

Further information

If you would like to know more about how we use your information or if, for any reason, you do not wish to have your information used in any of the ways described in this leaflet please speak to the healthcare professionals concerned with your care.

You can also contact:

[The Caldicott Guardian](#)

[Shropshire Community Health NHS Trust](#)
William Farr House
Mytton Oak Road
Shrewsbury
SY3 8XL

[01743 277500](tel:01743277500)

This leaflet, along with other useful information, is available on the trust website on the [Your health record](#) webpage:

www.shropscommunityhealth.nhs.uk/your-health-record

If you would like a large print version of this leaflet or for a leaflet in a language other than English please contact the Patient Advice and Liaison Service (PALS) manager at the above address.



This leaflet explains why information is collected about you and the ways in which this information may be used.

Why we collect information about you

Your doctor and other health professionals caring for you keep records about your health and any treatment or care you receive from the NHS. These help ensure that you receive the best possible care from us. They may be written down or held on a computer.



The records may include:

- basic details about you (e.g. name, address, date of birth, NHS number and next of kin)
- contacts we have had with you, such as clinic visits
- notes, reports and clinical correspondence about your health and any treatment or care you need
- details and records about the treatment and care you receive
- results of investigations, such as X-rays and laboratory tests
- relevant information from other health professionals, relatives or your carers

The NHS has a legal duty to keep your information confidential and secure

The law requires us to report certain information to the appropriate authorities. This is only done after formal permission has been given by a qualified health professional. Occasions when we must pass on information include:

- notification of new births
- infectious diseases which may endanger the safety of others, such as meningitis or measles (but not HIV/AIDS)
- where a formal court order has been issued
- particular issues of safeguarding

How your records are used to help you

We use your records to guide and administer the care you receive so that:

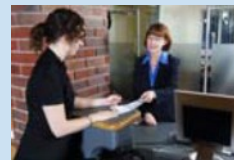
- healthcare professionals caring for you have accurate information to assess your health and decide what care you need in the future
- your information is available if you see another healthcare professional, are referred to a specialist or another part of the NHS
- we can contact you for health checks
- there is a good basis for assessing the type and quality of care you have received
- we can properly investigate your concerns if you need to complain
- we can undertake clinical audit



How your records are used to help the NHS

We may use your information to help us:

- look after the general public's health
- investigate complaints, legal claims or untoward incidents
- make sure our services can meet patient needs in the future
- prepare statistics on NHS performance
- review the care we provide to ensure it is of the highest standard
- train health professionals
- conduct health research and development
- audit NHS accounts and services



When we share your information with other services

You may receive care from other people as well as the NHS (e.g. Social Services). We may need to share some information about you so we can all work together for your benefit.



We only use or pass on information about you if others involved in your care have a genuine need for it. We will only ever share information with a trusted organisation.

We will only disclose your information to third parties without your permission if there are exceptional circumstances, such as when the health or safety of others is at risk or where the law requires information to be passed on.

Again if we do need to disclose your information we will ensure it is kept secure.

Anyone who receives information from us is also under a legal duty to keep it confidential and secure.

Where it is not possible to use anonymised information, personally identifiable information may be used for essential NHS purposes. These may include research and auditing services.

This will only be done with your consent, unless the law requires information to be passed on to improve public health.

We always comply with The NHS Care Record Guarantee which sets out the rules that govern how patient information is used in the NHS and what control the patient can have over this.