Information governance

What happens to information held about you?

Who is the leaflet for? What is its aim?

This leaflet is for all patients; this explains how Cambridge University Hospitals NHS Foundation Trust uses and safeguards your personal information.

Addenbrookes and Rosie Hospitals keep information about you and your care in various formats including in our Electronic Patient Record, paper and other computerised records.

This includes your personal information:

- Name
- Address
- Date of birth
- Next of kin
- Contact details
- Your G.P. details

It also includes your clinical information, such as procedures and treatments in the hospital.

Your records are also identified by a hospital number, used only when in the hospital, and an NHS number, which can be used across the NHS.

Sharing your information with those looking after you, both inside and outside the hospital is a vital part of safe and effective care, but we also place the highest importance on maintaining its confidentiality.

How your information is stored and who has access to it is strictly regulated by the Data Protection Act 1998, NHS protocols and a code of confidentiality that is binding on all NHS staff.

This includes procedures on storing your information securely, how long we keep it and when it is destroyed.

Information about your care is also used to support local and national clinical audits, service improvements, education, contracting and research. However, the following conditions and exceptions may apply:

- For clinical audit, medical notes and computer files may be seen by members of the audit/clinical team when the information is first collected. It is then analysed for presentation to clinicians, who use it to improve patient care. Audit staff, like all others with access to your information, are legally bound to ensure confidentiality.
• UK National Research Ethics Committees often allow health researchers to use clinical information anonymously (without any personal information) for medical research where this does not require any additional contact with patients. Cambridge University Hospitals NHS Foundation Trust participates in research to benefit patient care, and so your information could be studied anonymously but only after approval by a National Research Ethics Committee. If your identifiable personal information (the information that identifies you) is to be used in research you will be asked for your consent. However, a specially appointed national body, the Confidentiality Advisory Group (CAG), may allow personal details to be used without consent in specific circumstances when the research is seen to be in the public interest.

• Some details must be provided in relation to police investigations into a specific incident or crime, or in accordance with legal requirements.

In all these instances there are strict rules to ensure that the minimum information is used by as few individuals as possible. In emergency situations, or where consent is not possible, permission is only given after careful review by a senior doctor, known as the Caldicott Guardian. The Caldicott Guardian and his/her advisors ensure that any transfer of patient-identifiable information is carefully considered, clearly justified and safely carried out.

If you supply us with a landline or mobile telephone number, we will, unless you advise us not to, use it to contact you. This could also include via a text message or voice message to you reminding you about appointments.

The Trust would like to include you in its development and may send you correspondence from time to time that you may find of interest. This could come from the Addenbrooke’s Charitable Trust, or from our Foundation Trust Membership Office.

You may register an objection to uses of your information, and the hospital will use all practical measures to follow your wishes.

You also have the right to see your health records (a fee is chargeable), and to make corrections if necessary.

Please contact the Access to Health Records Officer telephone number: 01223 216327.

If you suffer harm through misuse of your information you may seek compensation.

Contacts/Further information

If you would like to know more about what is done with your information please contact the Data Protection Officer on 01223 245151 ext: 56141
We are now a smoke-free site: smoking will not be allowed anywhere on the hospital site.
For advice and support in quitting, contact your GP or the free NHS stop smoking helpline on 0800 169 0 169.

Other formats:

If you would like this information in another language, large print or audio, please ask the department where you are being treated, to contact the patient information team: patient.information@addenbrookes.nhs.uk.

Please note: We do not currently hold many leaflets in other languages; written translation requests are funded and agreed by the department who has authored the leaflet.

Document history
Authors Information Governance Lead
Pharmacist n/a
Department Cambridge University Hospitals NHS Foundation Trust, Hills Road, Cambridge, CB2 0QQ www.cuh.org.uk
Contact number 01223 256414
Publish/Review date August 2015/August 2018 (amendment made May 2016)
File name WTHIHAY Leaflet
Version number/Ref 4/PIN0006