Information governance

What happens to information held about you?

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

Who we are
Cambridge University Hospitals NHS Foundation Trust compromises the Addenbrooke’s and Rosie Hospitals, offering general and specialist care.

Why do we collect information about you?
The staff caring for you need to collect and maintain information about your health, treatment and care so that you can be given the best possible care. We keep this information in various formats including in our electronic patient record, paper and other computerised records.

What is our legal basis for processing personal information about you?
Any personal information we hold about you is processed for the purpose of ‘provision of health or social care or treatment or the management of health or social care systems and services’ under chapter 2, section 9 of the Data Protection Act 2018.

What personal information do we need to collect about you and where does it come from?
We will likely hold the following personal information:
- Name including any preferred names or maiden names
- Address
- Date of birth
- Next of kin
- Contact details including your mobile number
- Your general practitioner (GP) details
- Email address
- Marital status
- Overseas status
and 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.

This information will come from referral details from your GP or another hospital, directly from you or your authorised representative.
What do we do/ may we do with your personal information?

We place the highest importance on keeping your personal information secure and confidential. Where possible your personal identifiable information will be removed and the data will be anonymised/ pseudonymised.

- Your records are used to directly manage and deliver your healthcare.
- Remind you about appointments and send you correspondence.
- Undertake clinical audits to ensure the care we provide is of the highest standard.
- Prepare statistics on NHS performance for the Department of Health or other regulatory bodies.
- Help to train and educate healthcare professionals.
- Report and investigate complaints, claims and untoward incidents.
- Review your suitability for a research study or clinical trail.
- 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.
- Contact you with regards to patient satisfaction surveys relating to the services you have used within the hospital so as to improve our services.
- Send you information about developments in the hospital that you may find of interest for e.g from Addenbrooke’s Charitable Trust or the Foundation Trust Office.

Who do we/ may we share your information with?

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.

- We will share your information with other organisations involved in delivering your healthcare, including other NHS organisations and non NHS organisations such as social services or private care homes. We will endeavour to keep you informed who we may share your information with.
- Support the funding of your care e.g with commissioning organisations.
- Share information with the appropriate authorities when we are required to do so by law, such as the Health & Safety Executive, Care Quality Commission for inspection purposes and the police for the prevention and detection of a crime.
- Share information with bodies responsible for auditing or administering public funds in order to prevent and detect fraud.
How we maintain your records

We keep your information for specified periods of time as set out in the NHS Records Management Code of Practice.
We hold and process your information in accordance with the Data Protection Act 2018. Everyone working for the NHS must comply with the common law duty of confidentiality and various national and professional standards and requirements.

We have a duty to:

- maintain full and accurate records of the care we provide you
- keep records about you confidential and secure
- provide information in a format that is accessible to you

The following staff groups may have access to the information we hold about you:

- clinical staff such as nursing or medical, allied health professionals and support staff
- administration/management
- safeguarding team
- laboratory staff
- data analysts/co-ordinators
- patient advice and liaison service and medical legal

Use of email: some services in the Trust provide the option of communicating with patients by email. Please be aware that the Trust cannot guarantee the security of this information whilst in transit, by accepting this method of communication you accept the risk.

What are your rights?

If we need to use your personal information for any reasons beyond those mentioned above, we will discuss this with you and ask for your explicit consent. The Data Protection Act 2018 gives you certain rights, including the right to:

- Request access to the personal data we hold about you, eg in health records. The way in which you can access your own health records is further explained in our access to health records procedure.
- Request the correction of inaccurate or incomplete information recorded in our health records, subject to certain safeguards. This is also explained in our access to health records procedure.
- Refuse/withdraw consent to the sharing of your health records: Under the Data Protection Act 2018, we are authorised to process, ie share, your health records ‘for the management of healthcare systems and services’. Your consent will only be required if we intend to share your health records beyond these purposes, as explained above (eg research). Any consent form you will be asked to sign will give you the option to ‘refuse’ consent and will explain how you can ‘withdraw’ any given consent at a later time. The consent form will also warn you about the possible consequences of such refusal/withdrawal.
- Request your personal information to be transferred to other providers on certain occasions.
Object to the use of your personal information: In certain circumstances you may also have the right to 'object' to the processing (ie sharing) of your information where the sharing would be for a purpose beyond your care and treatment (eg as part of a local/ regional data sharing initiative).

If you wish to raise a complaint on how we have handled your personal data, you can contact our data protection officer who will investigate the matter.

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

**Data protection officer**
If you would like to know more about what is done with your information please contact the data protection officer:
Michelle Ellerbeck
Information Governance Lead/ Data Protection Officer
Cambridge University Hospitals NHS Foundation Trust
Box 153, Hills Road, Cambridge, CB2 0QQ
Or via gdpr.enquiries@addenbrookes.nhs.uk

**Information Commissioner’s Office**
The Information Commissioner’s Office (ICO) is the body that regulates the Trust under Data Protection and Freedom of Information legislation. [https://ico.org.uk/](https://ico.org.uk/). If you are not satisfied with our response or believe we are processing your personal data not in accordance with the law you can complain to the ICO at:
Information Commissioner's Office
Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF
Tel: 0303 123 1113 (local rate) or
01625 545 745 if you prefer to use a national rate number
Fax: 01625 524 510
Email: casework@ico.org.uk
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
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Cambridge University Hospitals NHS Foundation Trust, Hills Road, Cambridge, CB2 0QQ
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