

Your Data Protection Rights and Accessing Your Information

The Data Protection Act gives you the **right to know** how we use your personal health information.

You have the **right to object** to us making use of your information and we are obliged to agree if it is possible to do so.

You have a right of access to your own records either on computer or written records. You will need to put any request in writing, complete a consent form and this should be accompanied by a copy of your passport or driving license which provides a proof of your identity.

We are permitted to charge a fee of between £10 and £50 to cover our administrative charges under the Data Protection Act 1998 when others are requesting your information.

For more information please contact:-

PALS Office Norwich **PALS Office Essex, Beds & Herts**
Telephone 0800 028 3382 **Telephone 01234 408999**



East of England Ambulance Service **NHS**

NHS Trust

Patients Confidential Information What is recorded and how it is used.

“A Guide for Patients”



The Data Protection Act was introduced in 1998

This leaflet explains your rights under the act, and how the East of England Ambulance Service uses your personal health information.

The Information We Receive

We, as a Trust, have a duty to keep your clinical records accurate, confidential and secure.



Information about you and your healthcare is gathered by us when you access emergency, non emergency care, and out of hours services. This may include:-

- Your name, address and date of birth
- Your symptoms and any relevant previous medical history
- Medications that you are currently taking

How Information is Gathered:-

- All calls to our emergency medical dispatch centre are recorded and electronically stored.
- Our crews record patient conditions and treatment on Clinical Record Forms(CRFs)
- CRFs are a legal record of your treatment and can be requested either by the police or HM Coroner.
- Details from CRFs may be used to audit clinical performance, complaints and to improve quality of patient care.

This information may be used for a range of purposes. These may include:-

- Providing information about appropriate healthcare and treatment both now and in the future
- Sharing with other healthcare professionals who become involved in patient care
- Helping staff to review and improve the quality of care and treatment
- Training and educating staff
- Managing and planning the work of the Trust and NHS services
- Looking after the health of the general public

Sharing the Information

- When care or treatment provided by the ambulance service may affect the care you are already receiving from other health professionals, e.g. your G.P or district nurse, we may share relevant information with them.
- We are required by law to notify the Government of certain diseases (e.g. meningitis) for public health reasons.
- We are sometimes required by law to pass on information to the police in order to assist them in the prevention and detection of serious crime. This information is released under the guidance of our Release of Information Procedure.
- If the Trust is asked for medical reports (containing personally identifiable information) by solicitors, insurance companies or for research purposes, we will always require the patient's consent before disclosing the information.
- We only ever use or pass on information about you if people have a genuine need for it and it is in your own and other's interest. Whenever we can, we shall remove details which identify you.
- Anyone who receives information from us is also under a legal duty to keep it confidential and sensitive.
- The sharing of some types of very sensitive personal information is strictly controlled by the law.

Ensuring Confidentiality

To ensure that patient information is treated appropriately we, like all other NHS bodies, have appointed a person to oversee the use of information and ensure your right to confidentiality.

This post is called the "Caldicott Guardian". Our Caldicott Guardian can be contacted at the address below:-

Dr. Nick Morton
Interim Medical Director
East of England Ambulance Service NHS Trust Headquarters
Regent House, 110 Northgate Street
Bury St Edmunds
Suffolk IP33 1HT