

Service Users Privacy Notice

Introduction

This leaflet will help to explain why Alder Hey Children's NHS Foundation Trust collects your personal information, how we use it who we might share it with and your rights

Everyone in the NHS has a legal duty under Data Protection legislation to handle information about their patients appropriately.

As a Data Controller Alder Hey Children's NHS Foundation Trust takes the security of patient information collected very seriously. All staff are required to be trained every year on keeping information secure. We also issue regular reminders to staff and conduct audits to ensure good practice is upheld.

What do we collect? For us to look after patients we must keep a record of their name, address, date of birth and family doctor.

We have to record information about the medical condition, related tests and treatment, drugs given or operations. We may record information about the illnesses of other family members, information from GPs, or other hospitals where treatment has been received.

Data Protection Law

We will always try to keep your information confidential and only share information when absolutely necessary. Data Protection law gives all patients certain rights, these are mentioned in this notice. You also have the right to lodge a complaint with the Supervisory Authority in the U.K. in relation to Data Protection concerns. This is the Information Commissioners Office.

You can request to opt out of sharing

You have the right to ask that we do not share your information. We may have a discussion with you with regard to the effect on patient care if information is not shared. We have a duty to share where we feel we need to for the wellbeing of patients and may still share the information.

Opting out of processing where we have gained your consent

Where we have gained your explicit consent to process your data outside of processing for direct care purposes e.g. research, studies etc you have the right to withdraw consent at any time.

How you can get access to your health record

Patients or their guardian(s) are entitled to apply for copies of their health records and for this to be provided in a commonly used electronic form. You can do this by completing the form on the Trust website and writing to our Access to Health Records Department (ahc-tr.AccessToHealth@nhs.net) or at the address below.

How long do we keep health records kept for?

We usually keep the health records for children and young people until the patient is 25 (or 26 if they are 17 when treatment ends) or eight years after their death, if sooner. However some types of records need to be kept for a longer period of time. Further information can be found in the Records Management Code of Practice for Health and Social Care 2016.

Who might we share your information with?

We may have to share information with your GP, other health professionals, social services or

schools. Our patients may need care from other organisations who will need information from us in order that they can plan the best treatment.

We have to share information within the NHS to ensure that treatment is properly funded and carried out. The information may not identify individual patients and is usually to help plan future needs of the NHS to check that we are performing satisfactorily, or that a type of treatment is effective.

We also carry out reviews ourselves to help improve investigation and treatment, this is called Clinical Audit.

Some conditions or infectious diseases are required to be added to national registers. Sometimes this does require a patients' name but if this is the case, we will tell you.

We may be required to send information outside of the UK but only where this is required for that patients care.

We may be required to pass on information from which patients can be identified without the patient's (or their guardian's) permission. This may be for emergency treatment or to gather official health service statistics or if the law demands it.

Some organisations process information for us

Some facilities at Alder Hey are operated in partnership with private contractors and information about our patients may be seen by their employees. Likewise, this may be the case as we are improving our systems and processes to provide greater efficiency and ultimately service users experience. These organisations are required to work to the same standards of confidentiality as all NHS employees, and we have agreements and contracts in place to ensure these standards are maintained.

Teaching and research are very important in the NHS and this hospital is a teaching hospital. We have a responsibility to the students' universities and colleges to see that they are properly taught and supervised whilst they are with us.

- Our patients have the opportunity to refuse to have any students take part in their treatment.
- Part of the students' training may involve reviewing some patient records and test results.
- If any of our students or staff involved in any research project would like to use information about individual patients, the patient or their guardian will be informed.
- Permission from the patient or their guardian will be asked for whenever it may be possible to identify any patient individually.

All students are aware that it is their duty to keep any information they use during their training confidential.

If we have an incident or complaint

Sometimes we need to use patient information to help us investigate incidents, complaints or legal claims. If a patient is identified, they or their guardian will be informed.

Sharing information to assess compliance with standards

The Care Quality Commission (CQC) monitor, inspect and regulate NHS services to make sure they meet fundamental standards of quality and safety. The CQC currently inspect NHS hospitals at least once a year against a set of agreed standards.

As part of the CQC's inspection, the inspectors may look at a small number of patient notes, incident forms and complaints. The aim is to ensure that these documents are managed in accordance with appropriate policies and procedures.

More information about the CQC and the inspection process can be found on the CQC website: www.cqc.org.uk

Keeping your records up to date

Please help us to keep our information about you up to date by informing us if you change your

address, GP or contact details.

Caldicott Guardian and Data Protection Officer

The Caldicott Guardian and Data Protection Officer for the Trust are responsible for ensuring information about you is processed in a confidential, legal and appropriate manner.

If you have any concerns about the use of your information you can contact these individuals at the email address below:

Data Protection Officer
Information Governance Team
Alder Hey Children's NHS Foundation Trust
Eaton Road
Liverpool
L12 2AP
info.gov@alderhey.nhs.uk