

There may be other circumstances when we must share information with other agencies. In these rare circumstances we are not required to seek your consent.

Examples of this are:

- If there is a concern that you are putting yourself at risk of serious harm
- If there is concern that you are putting another person at risk of serious harm
- If there is concern that you are putting a child at risk of harm
- If we have been instructed to do so by a Court
- If the information is essential for the investigation of a serious crime
- If you are subject to the Mental Health Act (1983), there are circumstances in which your 'nearest relative' must receive information even if you object
- If your information falls within a category that needs to be notified for public health or other legal reasons, eg. certain infectious diseases

Your rights

You have a right to see all the records we hold about you, both on paper or computer except for information that:

- Has been provided about you by someone else if they haven't given permission for you to see it
- Relates to criminal offences
- Is being used to detect or prevent crime
- Could cause physical or mental harm to you or someone else

When you receive services from us we will ask for your consent to share your information appropriately. For further details on how we use your information and how you can see it, please discuss with your health & social care professional or visit the Trust website.

Patient Advice and Liaison Service (PALS) and Complaints

PALS and Complaints can provide you with support, information and advice that is totally confidential and impartial.

Contact them on:

Tel: **023 8087 4065** Fax: 023 8087 4178

or email: **hp-tr@.**

or write to: **FREEPOST RSJL- JXSX-ATUE,**
PALS and Complaints Department,
5-6 Sterne Road, Tatchbury Mount,
Calmore, Southampton, SO40 2RZ

We hope this leaflet addresses some of your questions about the use and confidentiality of your records but if you have any further questions you can speak directly to your care co-ordinator.

working in partnership with



Hampshire
County Council



This information is available in other formats and languages including large print, braille and audio.

Please contact:

**Access to Communications
023 8082 5300**



@Southern_NHSFT



Southern Health

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www.southernhealth.nhs.uk



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Southern Health **NHS**
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Information Sharing

Information for patients

This leaflet explains why we keep records and our duty of confidentiality to you



In Southern Health NHS Foundation Trust we have several electronic patient record systems, such as OpenRio, CAMIS and other hospital patient administration systems.

These have been introduced since 2010-11, and have changed the way your records are stored on computer and who will have access to them. If you want to obtain further details these are available through the Southern Health NHS Foundation Trust website:
www.southernhealth.nhs.uk/patients/rio/



Why we collect information about you

The NHS and other agencies work together and share information to ensure the care you receive is effective, of a good quality and meets your needs.

Health and social care professionals working with you – such as doctors, nurses, support workers, psychologists, occupational therapists and social workers – keep records about your health and any care and treatment you receive.

Most of your records are electronic and will be held on a computer system.

The records we keep about your health and care may include:

- Basic details that you have given us, such as address and next of kin
- Notes and reports about your health and any treatment, care or support you need and receive
- Results of your tests
- Relevant information from other professionals, relatives or those who care for you or know you well
- Any contacts you have with us such as visits or outpatient appointments
- Information on medicines, side effects and allergies

If you have concerns about the information that you share with a professional providing care please discuss with them how it is kept and what will be shared with others. The law protects your right to confidentiality and we will ensure your records are kept confidential at all times.

Making your records work for you

Your records are used to guide and record the treatment and care you receive. Your records are vital in helping to ensure you receive good quality care. Keeping records means that:

- We have all the information necessary for assessing your needs and providing excellent care
- Your concerns can be properly investigated if you raise a complaint
- Accurate information about you is available if you:
 - Move to another area
 - Need to use another service
 - See a different healthcare professional
- Professionals involved in your care have accurate and up-to-date information
- We share your records with the Hampshire Health Record, but this is viewed with your permission

How your records are used to help us

As well as ensuring you receive the appropriate care, your records can also provide us with an important source of information when we need to:

- Review the care we provide to ensure it is of the highest standard
- Investigate complaints, legal claims or untoward incidents
- Prepare statistics about services
- Audit accounts and services
- Conduct research and development to help us look after the health of the general public and to make sure our services can meet future demand
- Teach and train health and social care professionals

Unless we are investigating a complaint you have made, the records we use for the above purposes will not include any of your personal details.

Sometimes for statistical, research or training purposes it is helpful to have more details as this can help us to identify particular trends or needs. However we will only use your personal information in this way if you give us your consent.

When other people need information about you

Everyone working in Health and Social Care has a legal duty to keep information about you confidential. Anyone who receives information from us is also under a legal duty to keep it confidential. From time to time we may need to share information with other professionals and services concerned in your care.

This may be for instance, when your healthcare professional needs to discuss your case with other professionals (who do not work for Southern Health) in order to plan your care. We do this in order to provide the most appropriate treatment and support for you and your carers, or when the welfare of other people is involved. We will only share information in this way if we have your permission and it is considered necessary.