

How we handle your information



Patient Information

Information we collect

We want to provide our patients with the best possible care. We assess the effectiveness of the care we provide so we can continually improve. We do this by collecting information about your condition, the type of care you receive and the outcome of your treatment.

We collect data about Community Services such as Minor Injuries Units, diabetes services, physiotherapy services, and data about you such as referrals, assessments, diagnoses, activities (for example, taking a blood pressure test) and, in some cases, your answers to questionnaires.



The data is securely sent to NHS Digital which is the central organisation that receives the same data from all publicly-funded Community Services across England. NHS Digital removes all identifying details making it anonymous and combines it with data sent by other care providers, forming the Community Services Data Set (CSDS).

The data set is used to produce anonymised reports that show only summary numbers of, for instance, patients referred to different types of services. It is impossible to identify any individual patient in the reports, but the reports do help us to improve the care we provide to you and other patients.

No information that could reveal your identity is used in national reports

The benefits to you as a patient include:

- making sure Community Services are available to all patients in all areas by measuring the care that is being delivered
- better care, through monitoring progress to allow future services to be planned
- informing patients about the care offered at different hospitals
- more personalised and better organised care for patients through understanding what care is needed nationally, for example understanding how many patients who are discharged from hospitals then need looking after at home

<p>Working in partnership Great Western Hospitals NHS Foundation Trust Royal United Hospitals Bath NHS Foundation Trust Salisbury NHS Foundation Trust</p>	<p>Follow Wiltshire Health and Care on social media:</p>   <p>@WiltsHC_NHS Wiltshire Health and Care www.wiltshirehealthandcare.nhs.uk</p>
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To get the most accurate picture and therefore get most benefit, data has to be collected from as many patients as possible.

If, however, you do not want your information to be used to help better manage and plan care provision, you have the right to object by letting us know. This will not affect your treatment in any way.

Information about you

We keep information about you, such as your name and address, the treatments you receive and who saw you, on both paper and computer records. This enables:

Caring, by monitoring the quality of care provided

Sharing, to give you good care and treatment

Working, to plan new services

Reassuring, to check services are efficient and effective

Keep us up to date

It is important that we have up to date information about you. Out of date or wrong information could lead to mistakes being made with your care. If any of your circumstances change, please tell us immediately. On occasion, we will ask you to confirm your details so we have up-to-date records. If you are unable to provide current details, we may ask people who accompany you such as your relatives or carers.

Caring

Your health record contains facts about your health, including:

- Appointments
- Treatments and test results
- Professional opinions of the staff caring for you.

These are used by the staff to ensure they can offer you good care and treatment. Your records will only be used by staff treating you or by administration staff who may book your appointments.

Sharing

When you require care it is often the case that several organisations will be involved in providing it. To enable this to happen smoothly, information about you is shared between the staff in the organisations caring for you.

The NHS works with many partner agencies such as Social Services, Education, Housing and the voluntary and private sectors. Staff should discuss with you what information they are sharing and why. You can always ask the member of staff delivering your care if you have any concerns.

Sometimes it may be very important for your information to be shared in order to prevent you or someone else coming to harm. We only share information in such situations either where we have spoken to you, or where it is vital to do so..

There are also a number of laws that require the NHS to share information with other agencies which include but are not limited to child protection, controlling infectious disease, protecting vulnerable individuals and NHS Fraud

Working

In addition to providing the care you need, the NHS uses information for a number of other important activities such as research. Within the NHS we are keen to improve services for our patients and this sometimes involves our patients being contacted to see if they want to be included in research studies. When we do this, your data is not shared with researchers until you have decided to take part in the study.

Reassuring

All staff receive training and regular updates about how to handle your information. They are all bound by a legal duty to keep information confidential. Information about you stored on any media is subject to very strict security controls. To ensure that everything is secure and working well, computer systems are regularly audited to ensure information is accurate, secure and confidential.

Access to information

If you would like to see or receive a copy of your medical information please contact ask.wiltshirehealthandcare@nhs.net.

Safeguarding

Wiltshire Health and Care has a strong commitment to care that is safe, of a high quality and that upholds our patients' rights. All our patients have the right to live lives free from abuse or neglect and, where they are able, to make or be supported to make informed decisions and choices about their treatment, care and support. Where patients are not able to make their own decisions, Wiltshire Health and Care staff are committed to ensuring that treatment, care and support is undertaken in accordance with the person's best interests. In order to fulfil these commitments, Wiltshire Health and Care follow the Safeguarding principles and responsibilities laid out in Sections 42-46 of the Care Act (2014) and are informed by, and apply, the guiding principles and provisions of the Mental Capacity Act (2005).

If you or your carer have any concerns about abuse, neglect or your rights in relation to care provided by Wiltshire Health and Care or any other agency or individual, please raise this directly with any Wiltshire Health and Care staff or contact the Safeguarding Adults Team by telephone on: 0300 4560111.

Wiltshire Health and Care Patient Advice and Liaison Service (PALS)

If you have any questions, or concerns, suggestions or compliments about our service, please speak to a member of staff.

This information sheet is available in other languages and formats. If you would like a copy, please contact us on 0300 1237797 and PALS.wiltshirehealthandcare@nhs.net

Please retain this leaflet for future reference.