

How we use your Health Records

This leaflet explains some of the processes in place in Spencer Private Hospitals, including:

- Why we collect information about you
- How your records are used
- How we keep your records confidential
- Your rights
- Who we may share information with

Why we collect information about you:

We aim to provide you with the highest quality of health care. To do this we must keep records about you, your health and the care we have provided or plan to provide to you.

These records may include:

- Basic details about you, such as address, date of birth, next of kin
- Contact we have had with you such as appointments and home visits
- Notes and reports about your health
- Details and records about your treatment and care
- Results of x-rays, laboratory tests etc
- Relevant information from people who care for you and know you well, such as health professionals and relatives

We follow NHS good practice and will:

- Discuss and agree with you what we are going to record about you
- Give you a copy of letters we are writing about you; and
- Show you what we have recorded about you, if you ask

How your records are used:

We use your records to:

- Provide a good basis for any treatment or advisory services we provide to you
- Allow you to work with us when we provide treatment or advice
- Make sure your treatment is safe and effective, and the advice we provide is appropriate and relevant to you
- Work effectively with others providing you with treatment or advice

How we keep your records confidential:

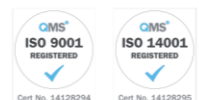
We have a duty to

- Maintain full and accurate records of the care we provide to you

Ashford - 01233 616 201
Margate - 01843 234 555

www.spencerprivatehospitals.com
enquiries@spencerhospitals.com

Spencer Private Hospitals
Second Floor
Atina House
5 Bench Street
Dover, Kent
CT16 1JH



- Keep records about you confidential, secure and accurate
- Provide information in a format that is accessible to you (e.g. in large type if you are partially sighted).

We **will not** share information that identifies you for any reason, unless:

- You ask us to do so;
- We ask and you give us specific permission;
- We have to do this by law;
- We have special permission because we believe that the reasons for sharing are so important that they override our obligation of confidentiality (e.g. to prevent someone from being seriously harmed)

Our guiding principle is that we are holding your records in strict confidence

Your rights:

You have the right to confidentiality under the Data Protection Act 1998 (DPA), the Human Rights Act 1998 and the common law duty of confidence (the Equality Act 2010 may also apply).

You have the right to know what information we hold about you, what we use it for and if the information is to be shared, who it will be shared with.

You have the right to apply for access to the information we hold about you. Access covers:

- The right to obtain a copy of your record in permanent form;
- The right to have the information provided to you in a way you can understand (and explained where necessary, e.g. abbreviations).

Where you agree, the access right may be met by enabling you to view the record without obtaining a copy.

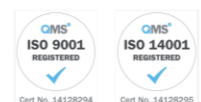
Obtaining a copy of your record:

- Send your request in writing to Elaine Tanner, The Spencer Private Hospital, Ramsgate Road, Margate, Kent, CT9 4BG.
- Your request will need to include sufficient information to enable us to correctly identify your records (e.g. full name, address, date of birth, NHS number (if known))
- The maximum fee that we can charge for providing copies of a record which is held entirely in electronic format is £10. For healthcare records held partially or entirely on paper, the maximum fee is £50.
- We will respond to you within 40 days of receiving your request
- You will be required to provide a form of ID before any information is released to you.

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Once you receive your records, if you believe any information is inaccurate or incorrect, please inform us.

Who we may share information with:

We may share information about you with the following main partner organisations:

- NHS commissioners of care - in particular the organisation that referred you to us for treatment, assistance or advice
- Private Medical Insurers
- Other providers involved in your care - such as a hospital or your GP

We may also share your information **with your consent** and, subject to strict sharing protocols about how it will be used with:

- Social Services
- Education Services
- Local Authorities
- Voluntary Sector Providers
- Private Sector

We may also share your information with your consent with others that need to use records about you to:

- Check the quality of treatment or advice we have given you
- Protect the health of the general public
- Manage the health service
- Help investigate any concerns or complaints you or your family have about your health care

Some information we have to share is used for statistical purposes, and in these instances we take strict measures to ensure that individual service users cannot be identified.

Anyone who receives information from us also has a legal duty to keep it confidential

If you do not wish personal data that we hold about you to be used or shared in the way that is described in this leaflet, please discuss the matter with us. You have the right to object, but this may affect our ability to provide you with care or advice. If you require this leaflet in a different format or you need further information or assistance, please contact Elaine Tanner on 01843 234249 or e-mail enquiries@spencerhospitals.com

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