

## Exceptional circumstances

In certain circumstances we legally have to report information to the appropriate authorities. We only provide this information after a qualified health professional has given formal authority. Some examples are:

1. Letting authorities know about certain diseases which may be a risk to other people (for example, meningitis or measles, **but not HIV or AIDS**);
2. If a formal court order has been issued; or
3. If child protection / vulnerable adult issues are involved.

**However, our main concern is to keep your information confidential.**

If you have any particular concerns you should ask.

## How you can arrange to see your own medical record

If you want to see the information in your medical record, please write to Dr Jolly and we then will arrange an appointment. We may charge you for making a copy of your record. Please see the accompanying leaflet 'Access to Medical Records'.

The Practice Information Manager & Caldicott Guardian responsible for confidentiality is the Senior & Managing Partner.

In the event of any complaint or query concerning your personal information please write to Dr Jolly at the surgery address.

**The New Surgery**  
**143a Uxbridge Road**  
**London W12 9RD**  
**Tel: 020 8743 1511**



## **CONFIDENTIALITY LEAFLET**

**Keeping and protecting information about you and your care**

Notes for patients

Doctors are required to keep written or electronic records of their consultations with their patients.

**The purpose of this leaflet is to tell you:**

- how we use your medical records to help you;
- what we do to keep your medical records confidential; and
- how you can arrange to see your own medical records.

**How we use your medical records to help you**

Your doctor and other health professionals ask for information so you can receive the best possible treatment and care from the National Health Service. We keep this information because we may need it if you are seen again for treatment.

Your information helps us in the following ways.

1. Your doctor or nurse will have accurate and up-to-date information to assess your health.
2. Your doctor or nurse will be able to review your care and make sure you are getting the treatment that is best for you.
3. We can provide records for a specialist if you need to go somewhere else for treatment.
4. Staff can review the care they provide to make sure it is of the highest standard. This is called 'clinical audit'.
5. We can fully investigate your concerns if you need to complain.
6. Information can be used for planning NHS services for the future.
7. We can use the information in teaching and training NHS staff (you can choose if you want to be involved).
8. It can help with clinical research. (We may ask you if you are willing to take part before we do any research using your records. You will not be identified unless you agree).

IF YOU WISH TO OPT OUT OF REFERRALS TO PROVIDE CLINICAL CARE/NON CLINICAL CARE OR BOTH THEN PLEASE PROVIDE THIS IN WRITING TO THE SENIOR PARTNER DR. RONDA JOLLY.

**Everyone working for the NHS has a legal duty to keep information about you confidential.**

Sometimes you may receive care from other people as well as the NHS personnel (for example, social services or private healthcare). We may need to share some information about you with them so that we can work together to provide the best possible care for you. We share only that information that is essential for your access to healthcare and other services. We will only give your relatives, friends and carers information if you want us to and only with your specific consent.

**Anyone we involve in your care is also under a legal duty of confidence.**

**Information for the NHS**

When you move to another area or change doctor your paper medical records will be recalled by the health authority and then be passed on to your new doctor. The electronic records may be sent electronically directly to your new doctor, or in paper form via the Health authority. The health authority will also change your address on the NHS central register. This register contains basic personal details of all patients registered with a doctor. It is used by the National Strategic Tracing Service (NSTS). It does not hold any medical information.

Your doctor also sends information to the local health authority so that it can monitor treatment provided for you.

Some information and statistics are sent to the health authority and the Department of Health to help the NHS manage its services.

Your doctor is required to give details of patients who need follow-up treatment, such as cervical screening, to the local health authority. The health authority uses this information to ask you to make an appointment to see your doctor. Access to this information by NHS staff is strictly controlled and monitored.

The local health authority also holds a register of people with certain chronic diseases. This means that if you have one of these illnesses, information about you and your health may be included in this register. This helps to ensure that you receive all the care you need. Only the necessary information is used for the register and only certain NHS staff can see it. You can choose not to take part in this register if you wish. This will not affect your treatment.

***If someone who is not caring for you (such as an employer) asks for information about you or your health we will not pass on any information about you without your written permission.***