

## How you can access your health records

The Data Protection Act gives you a right to access the information we hold about you on our records. You can request to see your information at an appointment or request copies as follows:

Your request must be made in writing to the Information Governance Lead. For information from the hospital or your GP you should contact them directly.

- There may be a charge to have a printed copy of the information held about you
- We are required to respond to you within 40 days
- You will need to give adequate information (eg full name, address, date of birth, NHS number etc) so that your identity can be verified and your records located

If you think any of the details contained in your records are inaccurate or incorrect, you can request they are changed by writing to Willow Wood and providing evidence as to your correct details.

For further details or to request access to your health records contact the Information Governance Lead on 0161 330 1100.

## Notification

The Data Protection Act 1998 requires organisations to lodge a notification with the Information Commissioner to describe the purposes for which they process personal information.

For independent advice on data protection, privacy and data sharing issues you can contact:

Wycliffe House, Water Lane, Wilmslow, SK9 5AF  
Tel: 01625 545745  
[www.informationcommissioner.gov.uk](http://www.informationcommissioner.gov.uk)

## Who is the data controller?

The Data Controller, responsible for keeping your information confidential is:

**Karen Houlston**  
**Chief Executive**  
**Willow Wood Hospice**  
**Willow Wood Close**  
**Mellor Road**  
**Ashton-under-Lyne OL6 6SL**  
☎ 0161 330 1100  
✉ [admin@willowwood.info](mailto:admin@willowwood.info)

## Freedom of information act

If you want any information about our organisation, which is not personal data, please visit our website or write to us at the above address. If you are making the request under the FOI Act please mark your letter for the attention of the FOI Officer.

This leaflet can be produced in other languages on request. We can also provide the information in other formats such as Braille and audio CD.

# How we use your personal information



[www.willowwood.info](http://www.willowwood.info)

Registered charity no. 1029318

## Why we collect information about you

Any healthcare professional involved in caring for you may need to keep records about your health and treatment in order to provide you with the best possible care. Only information which is required as part of your care should be recorded.

The records may be written down (manual records) or held on computer, or sometimes both and may include:

- Basic details such as name, address, date of birth, next of kin
- Details of appointments
- Notes and records about your health
- Details of your treatment and care
- Results of tests including x rays, scans etc
- Other relevant information about you or your care

## How your personal information is used

Your records are used to guide and deliver the care and treatment you receive to ensure that:

- Your doctor or other healthcare professional involved in your care has accurate and up-to-date information to assess your health and decide the most appropriate care for you
- Other healthcare professionals, such as pharmacists have the information they need to be able to assess and improve the quality of care you receive
- To review and improve the type and quality of services available to you and other patients in the area
- Your concerns can be properly investigated if a complaint is raised

## Who might we share personal information with?

We may share information with the following main partner organisations where there is a legitimate and legal requirement to do so:

- NHS Trusts that are involved in your care such as hospitals
- General Practitioners (GPs)
- Ambulance Services
- Other NHS bodies
- Adult or children's Social Services
- Education Services
- Local Authorities
- Other Voluntary Sector providers working with the NHS
- Private Sector providers working with the NHS
- Other Government Departments
- National Patient Safety Agency for reporting accidents and information

## If we need to share your personal information

You may be receiving care from other people (eg Social Services) along with the NHS. We may need to share some information about you with them so we can all work together for your benefit.

We will only ever pass information about you to any organisation if it is relevant and there is a genuine need to share the information, and where:

- We have your permission (consent) or
- There is a legal requirement to do so without your consent and always
- Where there is a genuine need to share it

## How your personal information might be used to improve the organisation

Your information may also be used to help protect the health of the public, and to help us manage the organisation, by being used to:

- Investigate patient queries, complaints and legal claims
- Prepare statistics on the organisation's performance
- Ensure that care is being delivered to the highest possible standard in the right place at the right time
- Inform the NPSA of incidents
- As part of research and training (with consent from you where required by law)
- As part of a clinical audit (see Clinical Audit leaflet)

Where it is possible, or we are required to do so by law, all information about you will be anonymised before it is used or shared. Your information will always be handled and shared with the utmost consideration for security and confidentiality.

## How we keep your records confidential

Everyone working within healthcare has a legal duty to keep information about you confidential.

Willow Wood has in place policies and procedures to ensure that information about you is handled and used in a confidential manner, and training is provided to all employees.

Willow Wood ensures that all contractors and anyone providing a service on our behalf are aware of, and work to, the same standards we work to.