



**York Teaching Hospital**  
NHS Foundation Trust

# Confidentiality

Information for patients

① For more information, please contact:

**Information Governance Team**

York Hospital  
Wigginton Road, York, YO31 8HE

Telephone: 01904 726262  
[InformationGovernanceTeam@york.nhs.uk](mailto:InformationGovernanceTeam@york.nhs.uk)

Caring with pride

## **Introduction**

This leaflet explains why we collect information about you, and the ways in which we use and share this information.

## **Why we collect information about you**

Your doctor and other health professionals caring for you, keep records about your health and any treatment you receive. These records may be written down or held on computer.

Full and accurate records are needed to assess your health and decide what care you need. They enable us to assess the quality of care you have received, and to investigate any concerns you may have. Your details are also needed to contact you about appointments and arrange health checks.

You can help us by letting us know if any details change, for example if you move house or change your GP.

## How we use the information

As well as using them to provide you with care, we also use your records for wider NHS purposes.

For example to:

- ensure your GP, dentist and hospital are paid for the care they provide
- teach and train healthcare professionals
- look after the health of the general public
- measure NHS performance and make sure our services can meet patient needs in the future
- conduct health research and development.

Wherever possible, we will remove any details that identify you. We will only use your personal information for essential NHS purposes as permitted or required by law. We will always ask your permission before carrying out any research that involves you personally.

## **Sharing information with others involved in your care**

Where necessary to provide you with the health care you need, your doctor will share information about you with other health professionals involved in your treatment.

Nowadays much sharing is achieved through information technology. Arrangements are already in place for secure electronic transfer of test results, referrals and other correspondence between local hospitals and GP practices.

In order to ensure you receive a high standard of healthcare, doctors can use computers to access additional limited information about their patients' health. For example, if necessary in the course of your treatment, your GP can see a summary of your hospital, mental health, and community health record. Doctors providing care for you at the hospital and in the out of hours service may also be able to view a summary of your GP record.

Access is subject to strict security controls and is only available to the doctors treating you, under a professional duty of confidence, where necessary to provide you with care.

## **How we protect your privacy**

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

We handle personal information in accordance with the General Data Protection Regulation (GDPR) and NHS Information Governance standards. Your information will only be seen by those who have a legitimate professional 'need to know'.

You have the right to limit disclosure in some circumstances and we will respect your wishes wherever possible.

If you have any questions or concerns about patient confidentiality, please speak to your doctor in the first instance or to PALS (contact details follow).

## **Fair Processing Notice**

You can view our Fair Processing Notice on the Trust website:

<https://www.yorkhospitals.nhs.uk/your-visit1/information-and-communication/>

## **How you can access the information held in your health records**

Under the General Data Protection Regulation (GDPR) you have the right to see information held about you on computer or paper files. This is known as your right of subject access and it applies to your health records.

You are entitled to receive a copy but please note that in certain circumstances, your right to see some details in your health records may be limited in your own best interests or in the interest of others.

Subject access requests must be made in writing. Application forms are available on the Trust website or by contacting the hospital or practice where you received treatment.

For York, Selby, and Malton:  
SubjectAccessRequests@york.nhs.uk  
01904 72 5680

For Scarborough and Bridlington:  
SGHSubjectAccessRequests@york.nhs.uk  
01723 71 2369

## **Tell us what you think of this leaflet**

We hope that you found this leaflet helpful. If you would like to tell us what you think, please contact:

Information Governance Team on

01904 72 5118 / 6201 / 5045

InformationGovernanceTeam@york.nhs.uk

## **Teaching, training and research**

Our Trust is committed to teaching, training and research to support the development of health and healthcare in our community. Healthcare students may observe consultations for this purpose. You can opt out if you do not want students to observe. We may also ask you if you would like to be involved in our research.

## **Patient Advice and Liaison Service (PALS)**

PALS offers impartial advice and assistance to patients, their relatives, friends and carers. We can listen to feedback (positive or negative), answer questions and help resolve any concerns about Trust services.

PALS can be contacted on 01904 726262, or email [pals@york.nhs.uk](mailto:pals@york.nhs.uk).

An answer phone is available out of hours.

Providing care together in York, Scarborough, Bridlington,  
Malton, Selby and Easingwold communities

Please telephone or email if you  
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language or format

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**01904 725566**

email: [access@york.nhs.uk](mailto:access@york.nhs.uk)



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Owner

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