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আপনার অনুবাদ পরিষেবা বা অন্য ভাষায় এই ডকুমেন্টের একটি কপি, অডিও টেপ, অক্ষর ব্যক্তির লিখনাদির প্রণালী বা বড় আকারের মুদ্রণ প্রয়োজন হলে, অনুগ্রহ করে CWP কর্মীর একজন সদস্যের সাথে কথা বলুন বা [cwp.info@nhs.net](mailto:cwp.info@nhs.net) এ ইমেল করুন

Os oes angen gwasanaethau cyfieithu neu gopi o'r ddogfen hon arnoch mewn ieithoedd eraill, tâp awdio, Braille, neu brint brasach, siaradwch ag aelod o staff CWP neu e-bostiwrch [cwp.info@nhs.net](mailto:cwp.info@nhs.net)

જો તમને ભાષાંતર સેવાઓની જરૂર હોય અથવા અન્ય ભાષાઓ, ઑડિયો ટેપ, બ્રેઇલ અથવા મોટા અક્ષરોમાં આ દસ્તાવેજની નકલ જોઈતી હોય તો કૃપા કરીને CWP સ્ટાફના સભ્ય સાથે વાત કરો અથવા [cwp.info@nhs.net](mailto:cwp.info@nhs.net) પર ઇ-મેલ કરો

Jeśli wymagane jest tłumaczenie, lub kopia niniejszego dokumentu w innym języku, na kasecie audio, alfabetem Braille'a lub druk większą czcionką, prosimy o skontaktowanie się z członkiem personelu CWP (Organizacja partnerska krajowego systemu zdrowia regionów Cheshire i Wirral) lub przez pocztę elektroniczną: [cwp.info@nhs.net](mailto:cwp.info@nhs.net)

如果您需要翻译服务或者需要该文件的其它版本, 录音磁带, 盲文或大字体, 请和CWP的一位员工提出, 或者发电邮至 [cwp.info@nhs.net](mailto:cwp.info@nhs.net)

यदि आपको अनुवाद सेवाएँ, या इस दस्तावेज़ की प्रति किसी अन्य भाषा, ऑडियो टेप, ब्रैल या बड़े अक्षरों में चाहिए, तो कृपया CPW स्टाफ के सदस्य से बात करें या [cwp.info@nhs.net](mailto:cwp.info@nhs.net) पर ईमेल करें

The information in the leaflet was valid at the date of production 01/2022 and is due for review in 01/2024

Leaflet code: G-PSI-22-765



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**NHS**

**Cheshire and Wirral  
Partnership**  
NHS Foundation Trust

# Information we hold

## Protecting and sharing Information about you

# Helping people to be the best they can be

## Introduction

The information held in your health record is important for your care. It is a record of your relationship with those caring for you. This relationship is based on mutual trust and confidence and we continue to do everything possible to protect that trust. Staff will ask for information about you and this leaflet will explain what information is collected and the reasons why it is needed.

## What we do

Our staff are trained to handle your information correctly and protect your privacy. We aim to maintain high standards, adopt best practice for our record keeping and regularly check and report on how we are doing. Your information is never collected for direct marketing purposes, and is not sold to any third parties. Your information is not routinely processed overseas, and if it is, we undertake to inform you. Care may be provided by a care team which may include people from other organisations such as health, social care, education, or other care organisations. Local hospitals, GPs and Social Services in some areas are able to view a summary electronic record.

This Trust shares summary information with health and social care professionals in some areas e.g. Cheshire Care Record, Physical Health and GPs. Access to these systems are very tightly controlled and monitored. Further information for the Cheshire Care Record may be found on the following website:

[Cheshire Care Record](#)

Locally across Cheshire and Merseyside, data is being shared securely with a data processor called System C for the purposes of protecting public health, providing healthcare services to the public, planning health care services and monitoring and managing Covid 19 outbreaks. No data that identifies a person will be used for purposes other than direct care.

If you have previously opted out of data sharing your data will not be used. The overarching purpose for data sharing is to support a set of Population Health analytics for population level planning and improvement of outcomes and also the targeting of direct care to vulnerable populations in need.

## Why we collect information about you

It is important that the details you provided are accurate and you let us know of any changes, for example, if you change your address or GP. Information collected about you to deliver your health care is also used to assist with:

- Making sure your care is of a high standard
- Using statistical information to look after the health and wellbeing of the general public and planning services to meet the needs of the population
- Assessing your condition against a set of risk criteria to ensure you are receiving the best possible care
- Preparing statistics on our performance for the Department of Health and other regulatory bodies
- Helping train staff and support research
- Supporting the funding of your care
- Reporting and investigation of complaints, claims and untoward incidents
- Reporting events to the appropriate authorities when we are required to do so by law
- Contacting you to improve services e.g. to take part in surveys or consultations about our services

## How is your information stored?

Health records are stored on computers and in paper files and we have a legal duty to keep these confidential, accurate and secure at all times in line with Data Protection laws.

The legal basis for the processing of data for these purposes is that the NHS is an official authority with a public duty to care for its patients, as guided by the Department of Health and Data Protection law which says it is appropriate to do so for health and social care treatment of patients, and the management of health or social care systems or services.

If we need to use your personal information for any reason beyond those stated above, we will discuss this with you. You have the right to ask us not to use your information in this way. However, there are exceptions to this which are listed below:

- The public interest is thought to be of greater importance, e.g.:
  - If a serious crime has been committed
  - If there are risks to the public or our staff
  - To protect vulnerable children or adults
- We have a legal duty, for example registering births, reporting some infectious diseases, wounding by firearms and Court Orders.
- We need to use the information for medical research. We have to ask permission from the Confidentiality Advisory Group (appointed by the NHS Health Research Authority)

Data Protection law gives individuals rights in respect of the personal information that we hold about you. These are:

1. To be informed why, where and how we use your information.
2. To ask for access to your information.
3. To ask for your information to be corrected if inaccurate or incomplete.
4. To ask for your information to be deleted or removed where there is no need for us to continue processing it.
5. To ask us to restrict the use of your information.
6. To ask us to copy or transfer your information from one IT system to another in a safe and secure way, without impacting the quality of the information.
7. To object to how your information is used.
8. To challenge any decisions made without human intervention (automated decision making).

Information is held for specified periods of time as set out in the Records Management Code of Practice for Health and Social Care.

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## National Data Opt-Out

Confidential patient information about your health and care is only used where allowed by law.

Most of the time, anonymised data is used for research and planning so that you cannot be identified in which case your confidential patient information isn't needed. You have a choice about whether you want your confidential patient information to be used in this way. If you are happy with this use of information you do not need to do anything. If you do choose to opt out your confidential patient information will still be used to support your individual care. To find out more or to register your choice to opt out, please visit [www.nhs.uk/your-nhs-data-matters](http://www.nhs.uk/your-nhs-data-matters).

## Accessing your health records

To request copies of your personal information, please contact the subject access request team. For Cheshire the email address is [cwp.westaccesstohealthrecords2@nhs.net](mailto:cwp.westaccesstohealthrecords2@nhs.net) telephone 01244 397346 for Wirral email [cwp.wirralaccesstohealthrecords@nhs.net](mailto:cwp.wirralaccesstohealthrecords@nhs.net) telephone 0151 488 7306. You have had the right to receive copies of letters about you. However, letters may be withheld if it is thought it may be detrimental for you to receive a copy. If the Trust holds your email address communication may be emailed unless you wish to opt out of receiving emails. The Trust cannot guarantee the security of emails. See link for on line tips: **BBC - WebWise**

## Freedom of Information Act 2000 (FOI)

The FOI Act allows the public to request general information which the Trust holds such as policies or minutes of meetings. To make a request email [cwp.foi@nhs.net](mailto:cwp.foi@nhs.net) or write to the Trust.

## CCTV

To ensure safe and secure services the Trust operates closed circuit television systems in some areas of the Trust. For further information see the Trust's: [CCTV policy](#)

If you would like to know more about information we hold, or wish to make a complaint about the use of your information, you can contact:

Your care professional

Patient Advice and Liaison (PALS) Officer on 0800 1954462 or email [cwp.pals@nhs.net](mailto:cwp.pals@nhs.net)

Data Protection Officer, Gill Monteith email [gill.monteith@nhs.net](mailto:gill.monteith@nhs.net) or telephone 01244 397384.or you can contact the Information Commissioner's Office:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF  
T: 0303 123 1113