Exemptions

You can be refused access to some or all of your records if:

- The person in charge of your care thinks you or someone else can be harmed by disclosing the information
- The information relates to or was provided by someone else who can be identified and is not the patient or healthcare professional
- You have applied on behalf of someone who has died or is no longer capable and they originally gave the information on the understanding it would not be shared

If you wish to have access to your records, please contact:

Derby Hospitals NHS Foundation Trust
Information Access Office
Records Management, Level 0
Royal Derby Hospital
Uttolney Road
Derby
DE22 3NE

Telephone: 01332 787139
Fax: 01332 788375

www.derbyhospitals.nhs.uk

If you need an interpreter to help you with this information or for an appointment at Derby Hospitals please call 01332 783475 or 01332 265500 ext 4617.

Если вам нужен переводчик для помощи с этой информацией или для записи на прием в больницы Дерби, позвоните по телефону 01332 783475 или 01332 265500, добавочный 4617.

Jeśli potrzebują Państwo pomocy tłumacza, aby zrozumieć niniejsze informacje lub umówić się na wizytę w Zespole Szpitali w Derby (Derby Hospitals), prosimy o kontakt telefoniczny pod numerem 01332 783475 lub 01332 265500 wew. 4617.

Ak potrebujete tlačnik pre pomoc s týmto údajmi, alebo pre účely dohodnutia pohorov v nemocniciach v Derby, prosím, volajte 01332 783475, alebo 01332 265500, klapka 4617.

यदि आपको इस ज्ञानकोष के लिए अनुरोध, तो भर्ती प्रदान देने या अन्य जानकारी के लिए, कोई अनुरोध करने के लिए आप निचे दिए गए Derby Hospitals के इंफोर्मेशन एक्सेस ऑफिस (Information Access Office) के नंबर 01332 783475 या 01332 265500 (आउट 4617) पर संपर्क कर सकते हैं।

如果您需要翻译人员帮助您了解此信息或预约德比医院，请拨打电话 01332 783475 或 01332 265500 转 4617。

如果要使用翻译人员帮助您了解此信息或预约德比医院，请拨打 01332 783475 或 01332 265500, 转 4617。

ئے کردار نے تاریخی پر نقل کی ہوئی معلومات سے مراد ایک بچے کا معلومات نہیں ہے۔ یہ معلومات Derby Hospitals کے این اکسس افیس (Information Access Office) کے نمبر 01332 783475 یا 01332 265500 میں لے جا سکتے ہیں۔

Derby Hospitals ने इन ज्ञानकोश के लिए अनुरोध, तो भर्ती प्रदान देने या अन्य जानकारी के लिए, कोई अनुरोध करने के लिए नीचे दिए गए Derby Hospitals के इंफोर्मेशन एक्सेस ऑफिस (Information Access Office) के नंबर 01332 783475 या 01332 265500 (आउट 4617) पर संपर्क कर सकते हैं।

각 주 구역에 대한 정보와 병원 정보에 대한 지원을 원하시면, 전화 01332 783475 또는 01332 265500, 번호 4617로 연락해 주십시오.

取卦阿康安真各信息与德比医院的申请，可以拨打电话 01332 783475 或 01332 265500, 转 4617。
This leaflet explains:

- Why we collect information about you
- How your records are used
- How your records are kept confidential
- How you can access your records

**Why we collect information about you?**

Your doctor and other health professionals caring for you will keep records about your health, treatment and care. These help ensure that you receive the best possible care. The records may include:

- Personal information such as your name, address, date of birth, next of kin and ethnicity
- Contacts we have had with you, such as clinic visits and hospital admissions
- Notes and reports about your health and any treatment or care you need either from us or others such as your GP
- Results of investigations such as x-rays and tests

It is important that the information we have is accurate and up to date. Please advise us of any changes

**How your records will be used**

Your records are used by doctors, nurses and other healthcare professionals to:

- Assess your health and make decisions about on going care and treatment
- Ensure that your care is safe and effective
- Effectively work with other professionals who are providing your care

**Your information may also be used to help us to:**

- Carry out clinical audit
- Conduct health research and development
- Make sure our services can meet patient’s needs in the future
- Investigate concerns or complaints, legal claims or untoward incidents
- Provide statistics on NHS performance and activity
- Train and educate our staff (you have the right to choose whether or not to be involved personally)
- Receive payment for the care we provide

**How we keep your records confidential**

All NHS organisations and staff have to comply with the Data Protection Act 1998 and the NHS Code of Confidentiality which control how personal information is used, shared, processed and stored.

Everyone who works for the NHS or in partnership with us has a legal duty to keep your information confidential and takes great care with the security of information and records.

You may receive care from other people as well as the NHS (like Social Services). We may need to share some information about you so we can all work together for your benefit. We will only pass on information about you if there is a genuine need.

You can say if there is something you don’t want anyone except the people caring for you to know. With your consent, a healthcare professional can share information about your treatment with your partner or carer, but would not share sensitive information which may damage your relationship.

We will not disclose your information to other agencies without your permission unless there are exceptional circumstances, such as when the health and safety of others is at risk or where the law requires information to be passed on.

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

**Access to your health records**

You have the right to see your health records although there are some exceptions.

You can apply to see your own health records or those belonging to:

- Your child, if the healthcare professional decides it is in the child’s best interests.
- In the case of older children you may see the records if the child agrees, or if the child is unable to understand, if the healthcare professional agrees that it is in the child’s best interests.
- A patient who has died and you are acting as their personal representative or you have a claim resulting from their death
- Someone unable to give permission because of age or mental ability