

How we use your information (privacy notice)

Security of information

Confidentiality affects everyone and is everyone's responsibility.

Maidstone and Tunbridge Wells NHS Trust captures, stores and uses large amounts of personal data every day. For example, we collect data about your visit to us, our employees, and the contracts we have with our suppliers. Our staff, and the agencies we work with to provide healthcare, use this data in the course of their work.

We have a duty to protect your personal information and confidentiality and we take our responsibilities very seriously. We are committed to taking all reasonable measures to ensure the confidentiality and security of personal data, whether it is in digital form or on paper.

We have a designated "Caldicott Guardian", who is responsible for the management of patient information and confidentiality. We also have a designated Senior Information Risk Owner (SIRO) who is responsible for ensuring the robust management of all information assets, any associated risks and incidents that occur. Both of these roles are undertaken by members of the Trust Board.

Why do we collect information about you?

The doctors, nurses and team of healthcare professionals caring for you keep records about your health and any treatment and care you receive. These records help to ensure that you receive most appropriate care. They may be written in paper records or held on computer. These records may include:

- Basic details about you, such as your name, address, date of birth, next of kin, etc.
- Contact we have had with you, such as appointments or clinic visits.
- Notes and reports about your health, treatment and care.
- Results of x-rays, scans and laboratory tests.
- Relevant information from people who care for you and know you well, such as other health professionals and relatives.

It is essential that your details are accurate and up to date. Always check that your personal details are correct when you visit us, and please inform us of any changes as soon as possible.

How your personal information is used

Your records are used to direct, manage and deliver the care you receive to ensure that:

- The doctors, nurses and other healthcare professionals involved in your care have accurate and up to date information to assess your health and decide on the most appropriate care for you.
- Healthcare professionals have the information they need to be able to assess and improve the quality and type of care you receive.
- Your concerns can be properly investigated if a complaint is raised.
- Appropriate information is available if you see another doctor, or are referred to a specialist or another part of the NHS or other agency connected with your care.

The NHS Care Record Guarantee

The Care Record Guarantee is our commitment that we will use records about you in ways that respect your rights and promote your health and wellbeing. Copies of the full document can be obtained from:

www.nhscarerecords.nhs.uk/security

Who do we share personal information with?

Everyone working within the NHS has a legal duty to keep information about you confidential. Similarly, anyone who receives information from us has a legal duty to keep it confidential.

Unless you tell us not to, we will share information with the following main partner organisations:

- Other NHS Trusts and hospitals that are involved in your care.
- NHS commissioners and other NHS regulatory bodies.
- General Practitioners (GPs).
- Ambulance Services.

You may be receiving care from other people as well as the NHS, for example Social Care Services. If we have your permission, we may also share information about you, so that you receive the best possible care, with:

- Social Care Services.
- Education Services.
- Local Authorities.
- Voluntary and private sector providers working with the NHS.

Unless the sharing is specifically related to the direct provision of healthcare to you, we will not share your information with anyone without your permission. The only exception to this may be if the health and safety of others is at risk, or if the law requires us to pass on information.

Disclosure of information

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You have the right to restrict how and with whom we share the personal information in your records that identifies you. This must be noted explicitly within your records in order that all healthcare professionals and staff treating and involved with you are aware of your decision. By choosing this option, it may make the provision of treatment or care more difficult to provide. You can also change your mind at any time about a disclosure decision.

How your personal information is used to improve the NHS

Your information will also be used to help us manage the NHS and protect the health of the public by being used to:

- Review the care we provide to ensure it is of the highest standard and quality.
- Ensure our services can meet patients' needs in the future.
- Investigate patient queries, complaints, incidents and legal claims.
- Ensure the hospital receives payment for the care you receive.
- Prepare statistics on NHS performance.
- Audit NHS accounts and services.
- Undertaking health research and development (with your consent - you may choose whether or not to be involved).
- Satisfaction surveys (with your consent – you may choose whether or not to be involved – See below for opt-out).
- Helping to train and educate healthcare professionals.

Survey opt-out

If you do not wish to be contacted by telephone or SMS text messages for this purpose then please advise a member of staff.

Call recording

Telephone calls to Maidstone and Tunbridge Wells NHS Trust are routinely recorded for the following purposes:

- To make sure that staff act in compliance with Trust procedures.
- To ensure quality control.
- Training, monitoring and service improvement

SMS text messaging

When attending the Trust for an outpatient appointment or a procedure you may be asked to confirm that the Trust has an accurate contact number and mobile telephone number for you. This can be used to provide appointment details via SMS text messages and automated calls to advise you of appointment times.

How you can access your records

The Data Protection Act 1998 gives you a right to access the information we hold about you on our records. Requests must be made in writing to the Access to Health

Records Department. The Trust will provide your information to you 40 calendar days from receipt of:

- A completed application form, containing adequate supporting information (such as your full name, address, date of birth, NHS number, etc.) to enable us to verify your identity and locate your records. This application form is available from
- Details of the information you are requesting to enable the Trust to locate it in an efficient manner.
- A fee, in the sum of up to £50, is required to be paid.

If you think any information in your records is inaccurate or incorrect, please let us know.

Data Controller and Data Protection Officer

The Trust is a registered Data Controller with the Information Commissioner's Office and has a Data Protection Officer, responsible ensuring your confidential information is kept safe and secure. The Data Protection Officer may be contacted at:

Data Protection Officer
Health Informatics Office
Maidstone and Tunbridge Wells NHS Trust
Maidstone Hospital
Hermitage Lane
Maidstone
Kent
ME16 9QQ

Telephone: 01622 729000

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. These details are publicly available from:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
SK9 5AF
Telephone: 08456 306060
Website: www.ico.gov.uk

Freedom of Information



The Freedom of information Act 2000 provides any person with the right to obtain information held by the Maidstone and Tunbridge Wells NHS Trust, subject to a number of exemptions. If you would like to request some information from us, please visit the "About the Trust" section of our website.