

## How you can access your health records

You have the right to access your medical records and there is more than one way you can go about doing so.

### Online Access to Medical Records

From March 2016, Coded information from Medical Records / Full Medical Records can be accessed as part of the Practice's online services. For security reasons, you will have to visit the practice to undertake an identity check before you are granted access to these records. You can sign up for online access at the reception desk if you have two forms of i.d. (one of which should be a driving licence/passport and the other a utility bill or formal letter with your address.

### Subject Access Requests

A request for your medical health records held at Carnon Downs Surgery must be made in writing. Please ask the reception team for a 'Subject Access request' form and return it to the Management team.

### Costs

You may be charged a fee to view your health records or to be provided with a copy of them if the request is deemed excessive.

## How your information may be shared

### Who are our partner organisations?

We may share information with the following main partner organisations:

- NHS Trusts and Special Health Authorities
- Ambulance Service
- Integrated Care Board for Cornwall & Isles of Scilly (ICB)

We may also share your information, subject to your consent and in line with strict sharing protocols on how it will be used, with:

- Social Services
- Education Services
- Local Authorities
- Voluntary Sector Providers
- Private Sector

Some information will be held centrally to be used for statistical purposes. In such instances, strict measures are taken to make sure that individual patients cannot be identified.

Anonymous information is used wherever possible, but on occasions we may use identifiable information for essential NHS purposes such as research and auditing.

This information will only be used with your consent, unless the law requires us to pass on the information.

**Anyone who receives this information from us also has a legal duty to KEEP IT CONFIDENTIAL**



Carnon Downs Surgery



## HOW WE USE YOUR HEALTH RECORDS

Carnon Downs Surgery  
Bissoe Road  
Carnon Downs  
Truro  
TR3 6JD  
01872 863221

[www.carnondownssurgery.co.uk](http://www.carnondownssurgery.co.uk)

If you require this leaflet in a different format or you need further information or assistance, please contact:  
Alison Hunt – Asst. Manager

## How your records are kept confidential

Everyone working for the NHS has a legal duty to keep your information confidential.

### **We will not share information that identifies you for any reason unless:**

- You ask us to do so.
- We ask and you give us specific permission.
- We are obliged to do so by law.
- We have special permission for health or research purposes.
- We have special permission because the interests of the public are thought to be of greater importance than your confidentiality—for example, if you had a serious medical condition that may put other people you come into contact with at risk.

### **We have a duty to**

- Keep full, up-to-date and accurate records of the care we provide for you
- Ensure that records about you are kept confidential and secure.
- Provide information in a format that is accessible to you (e.g. large type if you are partially sighted).

## **We hold your records in STRICT CONFIDENCE**

## Why we collect your information

The National Health Service works hard to provide patients with the highest quality of health care possible. In order to achieve this, secure records are kept concerning your health history, including information about care you have received at your GP practice, at hospital or at your dental practice.

Your records include information such as:

- Basic details about you, including your name, address, age and NHS number.
- Details of past contact we have had with you, including past or ongoing treatments.
- Details and records about your treatment and care.
- Results of x-rays and tests, and allergy information.
- Hospital admission and discharge records.
- Relevant information from people who care for you and know you well, such as health professionals and your relatives.

It is recognised as good practice for people in the NHS who provide your care to:

- Engage in discussion and agree what information they are going to record.
- Share what information they have recorded about you, if you ask to see it.
- Provide you with a copy of letters that they are writing about you.

## How your medical records are used

The NHS uses your records to:

- Provide a good basis for all health decisions made in consultation with you and other health care professionals.
- Make sure that your health care is safe, appropriate and effective.
- Help investigate any concerns or complaints you or your family may have about your health care.



### **Anonymised data from your records (which does not include your personal details) may also be used in order to:**

- Check the quality of care provided by a particular health care provider e.g. carrying out a clinical audit.
- Determine whether certain treatments are more effective than others
- Track the spread, or risk factor, of a particular disease.