

How you can arrange to see your own health records (or those of your children under the age of 11).

Everyone should be able to see the information that is kept in their health records.

If you would like to see them, you should make a written request to the doctor of your choice. In the case of children's records, written consent from the parents (as per the Children Act 1989) applies. Bring the application to the surgery together with Photographic Identification to confirm your ID.

Should a doctor decide that seeing your records might put your health at risk, you may only be shown part of your records or your request may be declined.

Please note :- the online records only show your Coded medical records. The doctor will have made a much fuller account of your consultation at the time using free text. This is not currently visible on line. Where laboratory results are shown and the result is "abnormal" this does not always mean the result is abnormal for all patients. Although it may say abnormal, the doctor will have interpreted your result and considered it acceptable for you. In general, if we were concerned about a result, we would contact you.
Thank you



Electronic Access to Health Records

ADVISORY NOTES FOR PATIENTS



- **how your health records are used to help you**
- **how the confidentiality of your records is safeguarded**
- **how you can arrange to see your records**

If you do not want certain information recorded on your records, please talk to your doctor.

How your health records are used to help you.

- to ensure that the doctors and nurses have accurate and up to date information to assess your health and decide what care you need when you visit in the future.
- to ensure that full information is available should you be referred to a specialist or another part of the NHS.
- to ensure that there is a good basis for looking back and checking on the type and quality of care you have received.
- to ensure that your concerns can be properly investigated if you need to complain.

Additionally, your records help us to help you.

- by assisting with the teaching of health care professionals.
- By assisting with health research. If you need to be personally involved with the research, you will be contacted to see if you are willing to participate. You will **not** be identified without your agreement.

Confidentiality

The doctors, nurses and staff at the Medical Centres have a legal duty to maintain the highest level of confidentiality about patient information.

In some instances, you may be receiving care from other people as well as the NHS. We may need to share some information about you with them, so that we can all work together for your benefit.

Anyone who receives confidential information about you from us is also under a legal duty of confidence. Unless there are exceptional circumstances, for example, when the health or safety of others is at risk, we will not disclose your information to third parties without your permission.

Information will only be given to your relatives and carers with your consent.

In certain circumstances we are required by law to report information to the appropriate authorities. This information is only provided after

formal authority has been given by a qualified health professional.
(Examples of this; notification of infectious diseases, but not HIV/AIDS; where a formal court order has been issued; notification of new birth.)

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