

# Protecting your information and your rights to view your records

How we manage  
information in ways  
that respect your rights  
and promotes your  
health and wellbeing

## How we use your health records

This leaflet explains some of the processes in place in Barnet Enfield & Haringey Mental Health NHS Trust.

- Why we collect information about you
- How your records are used
- How we keep your records confidential
- Your rights
- Who we may share information with

## Why we collect information about you

We aim to provide you with the highest quality of health care. To do this we must keep records about you, your health and the case we have provided or plan to provide to you.

These records may include:

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

We follow NHS good practice and will:

- Discuss and agree with you what we are going to record about you
- Give you a copy of letters we are writing about you; and
- Show you what we have recorded about you, if you ask

## How your records are used

We use your records to:

- Provide a good basis for any treatment or advisory services we provide to you
- Allow you to work with us when we provide treatment or advice
- Make sure your treatment is safe and effective, and the advice we provide is appropriate and relevant to you
- Work effectively with others providing you with treatment or advice

## How we keep your records confidential

We have a duty to:

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

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 have to do this by law
- We have special permission because we believe that the reasons for sharing are so important that they override our obligation of confidentiality (e.g. to prevent someone from being harmed).

## Your rights

You have a right to confidentiality under the Data Protection Act 1998 (DPA), the Human Rights Act 1998, and the Common Law Duty of Confidence (the Equality Act 2010 may also apply).

You have the right to know what information we hold about you, what we use it for and if the information is to be shared, who it will be shared with. You also have the right to apply for access to the information we hold about you. Access covers:

- The right to obtain a copy of your record in a permanent form
- The right to have the information provided to you in a way you can understand (and explained where necessary, e.g. abbreviations).

Where you agree, the access right may be met by enabling you to view the record without obtaining a copy

## Obtaining a copy of your record

- Send your request in writing to the Records Manager via [records@beh-mht.nhs.uk](mailto:records@beh-mht.nhs.uk) or by post to:

Trust Records Manager  
Barnet Enfield & Haringey Mental Health NHS Trust  
2nd floor Dennis Scott Unit  
Edgware Community Hospital  
Edgware  
Middx, HA8 0AD  
Tel 020 8702 4371

- Your request will need to include sufficient information to enable us to correctly identify your records, (e.g. full name, date of birth, NHS number (if known)).
- The Trust charge up to a maximum of £50 for providing copies of your records, this includes postage and packing.
- There is no charge to view your health records
- We will respond to your request within the 40- Calendar day time limit stipulated by the DPA.
- You will be required to provide a form of ID such as a driving licence or passport before any information can be released. Other forms of ID may be acceptable if there is sufficient evidence to confirm your identity.

**Anyone who receives information from us also has a legal duty to keep it confidential**

If you do not wish personal data that we hold about you to be used or shared in the way described below, please discuss this with us. You have the right to object, but this may affect our ability to provide with care or advice.

## Who we may share information with

We may share information about you with the following partner organisations:

- NHS Commissioners of Care – in particular the organisation that referred you to us for treatment, assistance or advice
- Other providers involved in your care, such as a hospital or your GP

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

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

We may also share your information, with your consent with others that need to use records about you to:

- Check the quality of treatment or advice we have given you
- Protect the health of the general public
- Manage the health service
- Help investigate any concerns or complaints you or your family have about your health care

Some information we have to share is used for statistical purposes, and in these instances we take strict measures to ensure that individual service users cannot be identified.

Our practice ensures that your information is held in strict confidence. We would normally ask your consent to share this information. However, there are times when information about you may have to be shared without your consent.

These may include sharing in order to:

- Safeguard children/ vulnerable adults
- Prevent harm or risk to you or others
- Respond to investigations/ prevention of crime or court orders
- Ensure the control of infectious diseases

## Where are my records kept

Your paper records are normally kept in a central records library. We have procedures in place to ensure the records are kept secure. The majority of clinicians now keep your records on the Trust's electronic record system – RIO.

RIO has a security system called 'Role Based Access' (RBAC). This gives every member of staff a profile. Their profile controls what information they can access legitimately. It is a disciplinary offence for staff to access service user information without a good reason.

As part of the NHS summary care record RIO will share your information with other NHS Trusts involved with your care. You have the right to opt out from this by contacting your GP who will discuss this with you and set alerts on the NHS Spine accordingly.

## Our privacy promise

- All information about your care and treatment will be treated as confidential
- Access to records will be strictly controlled
- Anyone allowed access to your records will be under a legal duty to respect the confidentiality of your information
- Where you have agreed for us to work with advocates or interpreters, they too will be under a legal duty to keep your information private.

The people who care for you use your records to:

- Make sure your care is safe and effective
- Work effectively with you
- Help investigate any concerns of complaints you or your family have about your healthcare.



You can ring for a translation  
Monday - Friday  
9.00am - 5.00pm.

**Please give this number:**

**416830**

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