

Customer Services and complaints

We welcome your comments about your care.
If you have any comments or complaints about
the service contact:

Customer Experience Team

5 Sterne Road
Tatchbury Mount
Calmore
Southampton
SO40 2RZ

Tel: 023 8087 4065

Email: hp-tr.customerexperience@nhs.net

Accessing your Health and Personal Records

**This information is available in other
formats and languages including large
print, braille and audio.**

**Please contact:
Communications and Engagement Team
023 8087 4666**



@Southern_NHSFT



Southern Health

Become a member of our Trust.

Email: membership@southernhealth.nhs.uk
or call 023 8087 4253

www.southernhealth.nhs.uk



Quality care, when and where you need it

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Communications and Engagement Team.
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OUR VALUES

Patients & people first

Partnership

Respect

What am I entitled to access?

Under the General Data Protection Regulation (GDPR) 2018, or Access to Health Records Act 1990 (in respect of deceased persons) you are entitled to access your health and personal records and any other personal information held about you, either in electronic or paper form. You are also allowed to authorise other people to access that information with your written consent.

How does the Trust safeguard my health and personal records?

Southern Health NHS Foundation Trust has a nominated Caldicott Guardian whose responsibility it is to ensure your confidentiality in accordance with your legal rights.

In addition, the Trust's Information Governance and Records Managers work within a framework of a number of Trust policies to ensure that:

- ✓ your records are safely held
- ✓ access, other than by yourself, is strictly controlled
- ✓ your privacy and confidentiality is always upheld

How to apply for a copy of your health and personal records

All applications for access to health and personal records must be made in writing (which can be by letter or email), or you may wish to use the Southern Health Subject Access Request Form (which also explains who to write to and what identification you will need to supply).

This form can be downloaded from our website: <http://www.southernhealth.nhs.uk/care/your-rights/your-information-your-rights/access-to-your-personal-information/>

If someone else is applying for a copy of your records (for example a solicitor):

1. A request should be made in writing and MUST include a permission to share form from you.
2. This should be returned to the service where you are or have been seen or can be sent to the central Records Team, who can forward this on for you.

Where are my records kept?

- All your records are held in Trust premises, as well as in the electronic patient record.
- When your records are no longer required, for example, after you have been discharged, your records are kept securely at the last place you had contact with the service, or at a secure off-site storage facility.
- After a specified period of years in storage, if your records have not been recalled to provide you with a service, they are securely destroyed

Who can access my health and personal records?

Southern Health NHS Foundation Trust has arrangements in place with local hospital trusts, local authorities and neighbouring Primary Care Trusts (eg. commissioning bodies), to share information. This will ensure that you have continuity of care throughout the Hampshire and Southampton areas. Only staff directly involved with your care will have access to your clinical information.

If I give my written permission, what information does that entitle someone to access?

You can be as specific or general as you wish. For example, you may wish to allow a Solicitor to either access only one particular period or illness in your health and personal records, or allow them to have a copy of all your records.



What happens after I have given my written permission?

After you, or the person you have nominated to have access to your health and personal records, have returned the correct paperwork, the Trust completes a tracking log which will ensure that:

- your request is actioned within a minimum of 21 to a maximum of 30 days – the Trust will contact you in the event that your request may take longer to process
- the appropriate steps are completed in accordance with the Trust's Subject Access Requests and Disclosure of Personal Data Procedure
- the correct identified information is copied and electronically held information printed
- your health care professional may invite you in to view your records
- information is sent to a Consultant or Lead Healthcare Professional or Human Resource Advisor to check for third party information (i.e. information provided by anyone outside the organisation involved in your care)
- under the General Data Protection Regulation 2018 and the Data Protection Act, the Consultant or health professional may make a decision to withhold information contained in your records if he/she feels it may be detrimental to your, or another person's, physical or mental health