

Why we collect information about you

Your Doctor and other health professionals caring for you keep records about your health and any treatment and care you receive from the NHS. These records help to make sure that you receive the best possible care from us. They may be written down (manual records) or held on a computer. The records may include:

- Basic details about you, such as name and date of birth.
- Contacts we have had with you, such as clinic visits.
- Notes and reports about your health and any treatment and care you need.
- Details and records about the treatment and care you receive.
- Results of investigations, such as X-rays and laboratory tests.
- Relevant information from other health professionals, relatives or those who care for you and know you well.

How your records are used to help you

Your records are used to guide and administer the care you receive to make sure:

- Your Doctor, Nurse or any other healthcare professionals involved in your care have accurate and up-to-date information to assess your health and decide what care you need when you visit in the future.
- Full information is available should you see another Doctor, or be referred to a specialist or another part of the NHS.
- There is a good basis for assessing the type and quality of care you have received.
- Your concerns can be properly investigated if you need to complain.

How your records are used to help the NHS

Your information may also be used to help us:

- Look after the health of the general public.
- Review the care we provide to make sure it is of the highest standard.
- Teach and train healthcare professionals.
- Make sure our services can meet the needs of patients in the future.

- Conduct health research and development.
- Prepare statistics on NHS performance.
- Audit NHS accounts and services.
- Investigate complaints, legal claims or untoward incidents.

Information about you will be used for your care and treatment. If we want to use the information for anything different to the above list, we will anonymise it so that it does not identify you or we will ask for your permission.

The only exceptions to this are if we are asked for your information by the police or the courts, or we have to disclose it to protect you or someone else.

Our guiding principle is that we are holding your records in strict confidence.

Use of your information by the NHS Litigation Authority (NHS LA)

All NHS Trusts are assessed every few years by the NHS LA in order to manage and raise the standards of risk management throughout the NHS. As part of this process, the assessors look at a small number of patient notes and incident report forms. The information will not be removed from the premises and the assessors are bound by strict principles of confidentiality.



How you can get access to your health records

You have the right by law to have access to information that is held about you by the Trust in manual or computerised records.

There are some exceptions to this, for example, where by giving you access to the information would be likely to cause you or any other person physical or mental harm.

The Trust has a formal procedure to help you gain access to your records. Please ask staff for details or call the Trust's Medico Legal Department on:

0161 901 1304 / 1305

You may be charged up to a maximum of £50 to cover the costs of copying paper or films and administering your request.

Retention

Generally, adult health records are kept for eight years after the last treatment. Children's health records are kept until the child's 25th birthday and maternity records are kept for 25 years after the birth of the last child. Records of the deceased are kept for eight years following the death. All records are destroyed securely.

Suggestions, concerns and complaints

If you have any specific questions or objections to the use of your information in the ways which have been described, please contact the Trust Data Protection Manager on 0161 276 4878.

The Trust also has a Patient Advice and Liaison Service (PALS) who can be contacted on (0161) 276 8686 and via e-mail: pals@cmmc.nhs.uk. They will help you if you have a concern, want advice, or wish to make a comment or complaint.

Information leaflets about the service are readily available throughout the Trust. Please ask any member of staff for a copy.

Translation and interpretation service

Do you have difficulty speaking or understanding English?

আপনি কি ইংরেজীতে বুঝতে কিংবা বুঝাতে পেরেছেন? (BENGALI)

क्या आपको अंग्रेजी बोलने या समझने में कठिनाई है? (HINDI)

તમે ભાષા કાંઈક વાતચીત કરવામાં મુશ્કેલી આવે છે? (GUJARATI)

ਕਿ ਤੁਹਾਨੂੰ ਅੰਗ੍ਰੇਜ਼ੀ ਬੋਲਣ ਨਾਂ ਸਮਝਣ ਵਿਚ ਖਿੰਬਰ ਹੈ? (PUNJABI)

Miyeey ku adagtahay inaad ku hadasho Ingriisida aad sahamto (SOMALI)

هل لديك مشاكل في فهم والتكلم باللغة الانجليزية? (ARABIC)

你有困難講英語或明白英語嗎? (CANTONESE)

کیا آپ کو انگریزی سمجھنے اور سمجھانے میں دقت پیش آتی ہے؟ (URDU)

☎ 0161 276 6202/6342

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What you need to know

Your Information

This leaflet explains why information is collected about you and the ways that this information may be used.