

## Accessing your health records

To request copies of your personal information, please contact the subject access request team.

### East Cheshire:

[eastaccesstohealthrecords@cwps.nhs.uk](mailto:eastaccesstohealthrecords@cwps.nhs.uk)

or 01625 508533

### West Cheshire:

[westaccesstohealthrecords2@cwps.nhs.uk](mailto:westaccesstohealthrecords2@cwps.nhs.uk) or 01244

397346

### Wirral:

[wirralaccesstohealthrecords@cwps.nhs.uk](mailto:wirralaccesstohealthrecords@cwps.nhs.uk) or 0151

488 7306

You have the right to receive copies of letters about you. However, letters may be withheld if it is thought it may be detrimental for you to receive a copy. If the Trust holds your email address communication may be emailed unless you wish to opt out of receiving emails. The Trust cannot guarantee the security of emails. See link for online tips: [bbc.co.uk/webwise/toptips](http://bbc.co.uk/webwise/toptips)

If you would like to know more about information we hold, or wish to make a complaint about the use of your information, you can contact:

- Your care professional
- Patient Advice and Liaison (PALS) Officer on 0800 1954462 or email [pals@cwps.nhs.uk](mailto:pals@cwps.nhs.uk)
- Data Protection Officer, Gill Monteith email [gill.monteith@cwps.nhs.uk](mailto:gill.monteith@cwps.nhs.uk) or telephone 01244 397384

## Freedom of Information Act 2000 (FOI)

The FOI Act allows the public to request general information which the Trust holds such as policies or minutes of meetings. To make a request email [FOI@cwps.nhs.uk](mailto:FOI@cwps.nhs.uk) or write to the Trust.

If you require translation services or a copy of this document in other languages, audio tape, Braille or larger print, please speak to a member of CWP staff, e-mail [info@cwps.nhs.uk](mailto:info@cwps.nhs.uk) or write to: Communications, Cheshire and Wirral Partnership NHS Foundation Trust, Upton Lea, Countess of Chester Health Park, Liverpool Road, Chester, CH2 1BQ.

যদি আপনার ট্রান্সলেশন সার্ভিসের বা এই দলিলের কপি অন্য ভাষায়, অডিও টেপে, ব্রেইল বা বড় ছাপায় দরকার হয় তবে অনুগ্রহ করে সিডব্লিউপি এর স্টাফদের সাথে কথা বলুন, ইমেইল করার ঠিকানা [info@cwps.nhs.uk](mailto:info@cwps.nhs.uk) বা কমিউনিকেশন, চেশায়ার ও উইরাল পার্টনারশীপ এনএইচএস ফাউন্ডেশন ট্রাস্ট, আপটন লী, কাউন্টেস অফ চেস্টার হেলথ পার্ক, লিভারপুল রোড, চেস্টার, সিএইচ২ ১ বিকিউ ঠিকানায় লিখুন।

如果您需要翻譯服務或想索取這份文件的其他語文、錄音帶、凸字或大字體版本，請向我們的職員查詢。您亦可以寄電郵至 [info@cwps.nhs.uk](mailto:info@cwps.nhs.uk) 或寄信到 Communication, Cheshire and Wirral Partnership NHS Foundation Trust, Upton Lea, Countess of Chester Health Park, Liverpool Road, Chester, CH2 1BQ.

જો તમારે ભાષાંતર સેવાઓ અથવા આ દસ્તાવેજની બીજી ભાષાઓમાં નકલ, ઓડિયો ટેપ, બ્રેઇલ અથવા વિશાળ કદની છપાઈની જરૂર હોય, તો કૃપા કરીને સીડબ્લ્યુવી (CWP) ના કર્મચારીઓ સાથે વાત કરો, ઈમેલ કરો: [info@cwps.nhs.uk](mailto:info@cwps.nhs.uk) અથવા આ સરનામે લખો: Communication, Cheshire and Wirral Partnership NHS Foundation Trust, Upton Lea, Countess of Chester Health Park, Liverpool Road, Chester, CH2 1BQ.

यदि आपको अनुवाद सेवाएं या इस दस्तावेज की अन्य भाषाओं में नकल, ऑडियो टेप, ब्रेइल लिपि या विशाल आकार में छपाई की आवश्यकता हो, तब कृपया सीडब्ल्यूवी (CWP) कर्मचारीयों के साथ बात कीजिये, या ईमेल कीजिये: [info@cwps.nhs.uk](mailto:info@cwps.nhs.uk) या इस पते पर लिखिये: Communication, Cheshire and Wirral Partnership NHS Foundation Trust, Upton Lea, Countess of Chester Health Park, Liverpool Road, Chester, CH2 1BQ.

Jeśli wymagane jest tłumaczenie lub kopia niniejszego dokumentu w innych językach, na taśmie magnetofonowej, w języku Braille'a lub dużym drukiem, prosimy o skontaktowanie się z członkiem personelu CWP (Organizacja partnerska krajowego systemu zdrowia regionów Cheshire i Wirral) lub przez pocztę elektroniczną: [info@cwps.nhs.uk](mailto:info@cwps.nhs.uk) lub na adres: Communications, Cheshire and Wirral Partnership NHS Foundation Trust, Upton Lea, Countess of Chester Health Park, Liverpool Road, Chester, CH2 1BQ.

Os oes arnoch angen gwasanaeth cyfiethu neu gopi o'r ddogfen hon mewn ieithoedd eraill, tâp sain, Braille neu brint mawr, siaradwch ag aelod o staff CWP, e-bost [info@cwps.nhs.uk](mailto:info@cwps.nhs.uk) neu ysgrifennwch i: Communications, Cheshire and Wirral Partnership NHS Foundation Trust, Upton Lea, Countess of Chester Health Park, Liverpool Road, Chester, CH2 1BQ.

## Feedback

We welcome any suggestions you have, please send your **comments, concerns, complaints and compliments** to: Cheshire & Wirral Partnership NHS Foundation Trust, **PALS Team**, Trust Headquarters Redesmere, Countess of Chester Health Park, Liverpool Road, Chester, CH2 1BQ.

For more information see [www.cwps.nhs.uk](http://www.cwps.nhs.uk)

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The information in the leaflet was valid at the date of production **April 2018** and is due for review in **April 2020**.

Leaflet code: G-PSI-18-765



Cheshire and Wirral Partnership NHS Foundation Trust

## Information we hold

## Protecting and sharing information about you and general information we hold

## Introduction

The information held in your health record is important for your care. It is a record of your relationship with those caring for you. This relationship is based on mutual trust and confidence and we continue to do everything possible to protect that trust. Staff will ask for information about you and this leaflet will explain what information is collected and the reasons why it is needed.

## What we do

Our staff are trained to handle your information correctly and protect your privacy. We aim to maintain high standards, adopt best practice for our record keeping and regularly check and report on how we are doing. Your information is never collected for direct marketing purposes, and is not sold to any third parties. Your information is not routinely processed overseas, and if it is we undertake to inform you. Care may be provided by a care team which may include people from other organisations such as health, social care, education, or other care organisations. Local hospitals, GPs and Social Services in some areas are able to view a summary electronic record. This Trust shares summary information with health and social care professionals in some areas e.g. Cheshire Care Record, Physical Health and GPs. Access to these systems are very tightly controlled and monitored.

## Why we collect information about you

It is important that the details you provided are accurate and you let us know of any changes, for example, if you change your address or GP. Information collected about you to deliver your health care is also used to assist with:

- Making sure your care is of a high standard
- Using statistical information to look after the health and wellbeing of the general public

and planning services to meet the needs of the population

- Assessing your condition against a set of risk criteria to ensure you are receiving the best possible care
- Preparing statistics on our performance for the Department of Health and other regulatory bodies
- Helping train staff and support research
- Supporting the funding of your care
- Reporting and investigation of complaints, claims and untoward incidents
- Reporting events to the appropriate authorities when we are required to do so by law
- Contacting you to improve services e.g. to take part in surveys or consultations about our services

## How is your information stored?

Health records are stored on computers and in paper files and we have a legal duty to keep these confidential, accurate and secure at all times in line with Data Protection laws.

The legal basis for the processing of data for these purposes is that the NHS is an official authority with a public duty to care for its patients, as guided by the Department of Health and Data Protection law which says it is appropriate to do so for health and social care treatment of patients, and the management of health or social care systems or services.

If we need to use your personal information for any reason beyond those stated above, we will discuss this with you. You have the right to ask us not to use your information in this way. However, there are exceptions to this which are listed below:

- The public interest is thought to be of greater importance, e.g.
  - If a serious crime has been committed

- If there are risks to the public or our staff
- To protect vulnerable children or adults
- We have a legal duty, for example registering births, reporting some infectious diseases, wounding by firearms and Court Orders.
- We need to use the information for medical research. We have to ask permission from the Confidentiality Advisory Group (appointed by the NHS Health Research Authority)

Data Protection law gives individuals rights in respect of the personal information that we hold about you. These are:

1. To be informed why, where and how we use your information.
2. To ask for access to your information.
3. To ask for your information to be corrected if inaccurate or incomplete.
4. To ask for your information to be deleted or removed where there is no need for us to continue processing it.
5. To ask us to restrict the use of your information.
6. To ask us to copy or transfer your information from one IT system to another in a safe and secure way, without impacting the quality of the information.
7. To object to how your information is used.
8. To challenge any decisions made without human intervention (automated decision making).

Information is held for specified periods of time as set out in the Records Management Code of Practice for Health and Social Care.

## CCTV

To ensure safe and secure services the Trust operates closed circuit television systems in some areas of the Trust. For further information see the Trust's: [CCTV policy](#)