

Information Sharing: What you need to know

What is meant by information?

We mean anything you tell us about yourself or anything that other people tell us about you on your behalf, which we record.

What is personal information?

It is information that relates to you personally and allows you to be identified from it, for example your name and date of birth.

Why is information shared?

Sharing information between services saves you having to repeat it and means everybody involved in supporting you should have accurate and up to date information.

Who gives information about you?

You might give us information about yourself. You may ask a relative, friend or neighbour to give us information about you. You may give permission for your Doctor, Nurse, Social Worker, Therapist or someone you nominate to give us information about you.

How do we store this information?

Information can be stored on the Council or Primary Care Trust's secure computer system. Some information may be written down and stored in a secure filing system.

Who can see the information stored about you?

Only the people directly involved in your care or support will be able to see information about you. We will always maintain your confidentiality as per organisational guidelines.

Why do we need to know information about you?

We need to have basic personal information about you to be able to confirm who you are. We will need information, for example, about your GP, next of kin and the difficulties you are experiencing. This information will help us to:

- identify the ways in which we can advise you;
- decide who else may be able to help or advise you;
- decide with you, the best way for you to get the support or care you may need.

How do we share information about you?

Information can be shared in writing (by letter, fax), by computer through the Council or Primary Care Trust's secure computer systems. Information can also be shared verbally, by staff talking to each other over the telephone or in person. However your information is shared, it is shared on a strictly "need to know" basis.

How long do we keep information about you?

We keep information in line with the Department of Health guidelines. Further information can be found on the Department of Health website www.dh.gov.uk

What are your rights?

At any time you have the right to refuse to share your information. However, if you refuse we may not be able to provide the care you require and we will need to balance your wishes against our duty of care.

We may at times share information without your agreement

This usually only happens in extreme circumstances, for example the prevention or detection of some form of crime.

In what other ways can we use your information?

- To monitor and review the service(s) you are receiving and ensure you continue to receive the best possible care and support;
- To help us develop services in the future. We use statistics from your information to help us identify future service needs;
- To enable concerns to be properly investigated if you want to raise a concern or make a formal complaint.

How can you see your Health or Social Care Records?

You have the right to see your Health and Social Care records. To do this write and tell us, who you are, your address, your date of birth and how you would like us to contact you in the future.

For all enquiries you can write to:
Chief Executive, Knowsley Primary Care Trust & Executive Director for Health & Social Care, Health & Social Care Headquarters, Nutgrove Villa, Westmorland Road, Huyton, Merseyside, L36 6GA.

For Health and Social Care enquiries or if you require this document in Braille, large print or another language please call: Patient Advice and Liaison Service (PALS) Freephone: **0800 073 0578**

Visit our websites at www.knowsley.nhs.uk [0] and www.knowsley.gov.uk

Data Protection Act, 1998 gives you the right to:

- Be told what your personal information will be used for
- See what personal information other people or organisations hold about you
- Ask for any information to be corrected if it is wrong

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your
information**

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