

# Confidential Information about You and What You Need to Know



Name:

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Who to contact and how:

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Notes:

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**Diana, Princess of Wales  
Hospital**  
Scartho Road  
Grimsby  
DN33 2BA  
  
03033 306999  
[www.nlg.nhs.uk](http://www.nlg.nhs.uk)

**Scunthorpe General  
Hospital**  
Cliff Gardens  
Scunthorpe  
DN15 7BH  
  
03033 306999  
[www.nlg.nhs.uk](http://www.nlg.nhs.uk)

**Goole & District  
Hospital**  
Woodland Avenue  
Goole  
DN14 6RX  
  
03033 306999  
[www.nlg.nhs.uk](http://www.nlg.nhs.uk)



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# Information for patients

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## Your Information and What You Need to Know

This leaflet contains information about how we process information about you in accordance with Data Protection Act 2018.

- Why we collect information about you and what do we hold?
- How your personal Information is used?
- Who do we share personal information with?
- How you can access your records

## Patient Confidentiality

Confidentiality affects everyone: Northern Lincolnshire & Goole NHS Foundation Trust collects stores and uses large amounts of personal data every day, such as medical records, personal records and computerised information. This data is used by many people in the course of their work.

We take our duty to protect your personal information and confidentiality very seriously and we are committed to taking all reasonable measures to ensure the confidentiality and security of personal data for which we are responsible, whether computerised or on paper.

## What information do we collect about you and what information do we hold?

The doctors, nurses and team of healthcare professionals caring for you, keep records about your health and any treatment or care you receive from the NHS. The information in the record may come from you, other care providers, e.g. Social Care or GP. These records help to ensure that you receive the best possible care. They may be written down in paper records or held on computer. These records may include:

- Basic details about you such as name, address, date of birth contact details an next of kin etc
- Contacts we have had with you such as appointments or clinic visits
- Notes about your health, treatment and care
- Results of X-rays, scans and laboratory tests
- Relevant information from people who care for you and know you well such as health professionals and relatives

It is essential that your details are accurate and up to date. Always check that your personal details are correct when you visit us and please inform us of any changes as soon as possible.

# Information for patients

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## How your personal information is used?

Your records are used to direct, manage and deliver the care you receive to ensure that:

- Primarily to provide you high quality care that is safe and effective, taking into consideration you as an individual and ensuring care is relevant to you
- The doctors, nurses and other healthcare professionals involved in your care have accurate and up to date information to assess your health and decide on the most appropriate care for you
- Healthcare professionals have the information they need to be able to assess and improve the quality and type of care you receive
- Your concerns can be properly investigated if a complaint is raised
- Appropriate information is available if you see another doctor, or are referred to a specialist or another part of the NHS
- Ensure the hospital receives payment for the care you receive
- Help train and educate healthcare professionals

## Who do we share personal information with?

Everyone working within the NHS has a legal duty to keep information about you confidential. Similarly, anyone who receives information from us has a legal duty to keep it confidential. We will share information with the following main partner organisations:

- Other NHS Trusts and hospitals that are involved in your care
- Clinical Commissioning Groups (CCGs)
- General Practitioners (GPs)
- Ambulance Services
- NHS Digital

You may be receiving care from other people as well as the NHS, for example Social Care Services. We may need to share some information about you with them so we can all work together for your benefit if they have a genuine need for it or we have your permission.

Therefore, we may also share your information, subject to strict agreement about how it will be used, with:

- Social Care Services (including Safeguarding)
- Police
- Education Services
- Local Authorities
- Voluntary and private sector providers working with the NHS

## Information for patients

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We will not disclose your information to any other third parties without your permission unless there are exceptional circumstances, such as if the health and safety of others is at risk or if the law requires us to pass on information. Information will only be shared with these other organisations where there is a statutory obligation to do so, or with the agreement of the Northern Lincolnshire & Goole NHS Foundation Trust's Caldicott Guardian.

If you choose to take part in research activities, you will be told more about how your data will be used as part of those projects.

### National Opt-out Service

Most of the time, anonymised data is used for research and planning so that you cannot be identified in which case your confidential patient information isn't needed.

You have a choice about whether you want your confidential patient information to be used in this way. If you are happy with this use of information you do not need to do anything. If you do choose to opt-out your confidential patient information will still be used to support your individual care.

To find out more or to register your choice to opt out, please visit [www.nhs.uk/your-nhs-data-matters](http://www.nhs.uk/your-nhs-data-matters). You can change your mind about your choice at any time.

### Retaining Information

We will only retain information for as long as necessary. All personal information will be kept in line with the retention periods in the Department of Health Records Management Code of Practice for Health and Social Care Records 2016.

### How You Can Access Your Records

If you are a patient you have the right to obtain Access to your Health Records under General Data Protection Regulation 2018. This means you have the right to request and receive any information held on you by the hospital.

If you are a patient relative, next of kin or personal representative of a patient, under the Access to Health Records Act 1990 (which also includes deceased patients), you also have the right to request and receive any information held within the hospital on the individual concerned.

### Contact Details for Further Information

Subject Access Department  
Scunthorpe General Hospital  
Cliff Gardens  
Scunthorpe  
DN15 7BH

**Direct Dial:** 03033 302191

**E-mail:** [nlg-tr.SubjectAccessRequest@nhs.net](mailto:nlg-tr.SubjectAccessRequest@nhs.net)

**Central Trust Hospital Number:** 03033 306999

## Information for patients

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We will aim to deal with requests within a month. In order to respond to requests as promptly as possible, the Trust would encourage applicants to view the health record to ensure the correct information is selected which prevents additional work in providing information which is not necessary. Under the new General Data Protection Regulation there is no charge levied for access to your own records. We may charge a reasonable fee for administrative costs if a request (or otherwise not respond substantively to a request) is manifestly unfounded or excessive. Should this situation arise applicants would be provided with more information about how we have reached these conclusions.

If you require anything further about the information please refer to the Trust Privacy Notice <https://www.nlg.nhs.uk/patients/privacy/>

The Trust has a Data Protection Officer who ensures the Trust is accountable and compliant with the Data Protection Act 2018. Our Data Protection Officer is Susan Meakin and can be contacted through:

[Nlg-tr.dataprotection@nhs.net](mailto:Nlg-tr.dataprotection@nhs.net)

Scunthorpe General Hospital  
IT Building, Butterwick House  
Cliff Gardens  
Scunthorpe  
DN15 7BH

### Any Comments, Compliments, Concerns or Complaints

If you have any other concerns please talk to your nurse, therapist or doctor. Our Patient Advice and Liaison Service (PALS) are available on 03033 306518 (Grimsby, Scunthorpe and Goole). You can also contact [nlg-tr.PALS@nhs.net](mailto:nlg-tr.PALS@nhs.net)

As a Trust we value equality of access to our information and services, therefore alternative formats available on request at [nlg-tr.interpreters@nhs.net](mailto:nlg-tr.interpreters@nhs.net)

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