

Sharing your information

Your information will only be disclosed to those who have a genuine need to know and who agree to keep your information confidential. For your direct care we often share information with:

- NHS hospitals and clinics
- GPs
- Social care

Following the principles within the General Data Protection Regulation (GDPR), MCH processes your data for purposes of:

- provision of health or social care or treatment
- medical diagnosis
- preventative or occupational medicine
- management of health or social care systems and services, carried out by, or under the supervision of health professional or another person, who in the circumstances owes a duty of confidentiality under an enactment or rule of law

Who to contact

Information Governance
Medway Community Healthcare
MCH House, 21 Bailey Drive,
Gillingham Business Park, Gillingham,
ME8 0PZ
t: 01634 334640
medch.dataprotection@nhs.net

Medway Community Healthcare CIC providing services on behalf of the NHS
Registered office: MCH House, Bailey Drive, Gillingham, Kent ME8 0PZ
Tel: 01634 337593
Registered in England and Wales, Company number: 07275637

Our privacy notice is available at [medwaycommunityhealthcare.nhs.uk/privacy/](https://www.medwaycommunityhealthcare.nhs.uk/privacy/)

If you would like to view or request a copy of your patient record, please email medch.dataprotection@nhs.net or call 01634 334640. In most instances this service is free and we aim to provide the requested information within 1 calendar month. More information can be found by visiting:

[medwaycommunityhealthcare.nhs.uk/contact-us/information-about-me/](https://www.medwaycommunityhealthcare.nhs.uk/contact-us/information-about-me/)

Medway Community Healthcare provides a wide range of high quality community health services for Medway residents; from community nurses and health visitors to speech and language therapists and out of hours urgent care.

Customer care

Please send any comments about Medway Community Healthcare services to: -
Customer care coordinator
Medway Community Healthcare
MCH House, Bailey Drive, Gillingham,
Kent, ME8 0PZ
t: 0300 1233444
medch.customercare@nhs.net

All contact will be treated confidentially
This information can be made available in other formats and languages. Please email medch.communications@nhs.net



How we use your personal information

Information governance



How we use your personal information

Medway Community Healthcare must respect your confidentiality and comply with the General Data Protection Regulation (GDPR) and Data Protection Act 2018.

We must, among other things, ensure information held about you is only used for specific purposes allowed by law.

Medway Community Healthcare collects and processes your information as it is necessary for the purposes of preventative or occupational medicine, medical diagnosis and the provision of health or social care or treatment.

This leaflet answers questions you might ask about what information we hold, why, and to whom it may be passed.

What personal information do you hold about me?

- basic details such as name, address and next of kin
- records of all contact we have with you and any treatment and care you have received

- results of investigations, for example X-rays and blood tests
- information from other health professionals

Why do you need my personal information?

We keep records so that:

- healthcare professionals have accurate information to assess your health and decide what care you need
- we can contact you for preventative care
- information is available should you be referred to another part of the NHS or other health service provider
- there is a good basis for assessing the care you have received
- your concerns can be investigated if you need to complain

Are my records used in any other way?

We may also use your information to:

- obtain payment for the care we provide
- investigate complaints or serious incidents
- make sure our service can meet future needs

Where can I find further information?

If you would like to know more about how we use your information, or if you do not wish to have your information used in any of the ways described above, please contact the information governance department at the address at the end of this leaflet. More general information can be obtained from the Information Commissioner's Office.

Information Commissioner's Office:

Wycliffe House

Water Lane

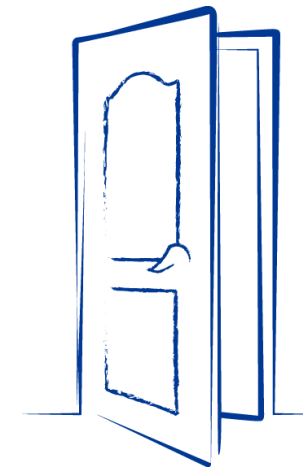
Wilmslow

Cheshire

SK9 5AF

t: 0303 123 1113

www.ico.gov.uk



How can I complain about the way Medway Community Healthcare handles my information?

If you are unhappy with the way we have dealt with your information please contact the customer care team at the address at the end of this leaflet. You also have the right to complain directly to the information commissioner in relation to data protection. The contact details are on page 6 of this leaflet.

How long do you keep my records for?

Medway Community Healthcare is legally required to retain patient records for specified periods as per the Department of Health retention schedules. For adults this is normally 8 years after discharge or date last seen by a clinician, and for children until their 25th birthday.



- prepare statistics on our performance
- review our care to ensure it is of high standard
- conduct health research and development

How do you store my records?

We create and hold your records electronically and in hard copy form where necessary. We may also hold paper records from previous contacts.

Increasingly, health records will be held electronically, however some paper records will continue to exist.

Electronic records have a number of benefits:

- you will only need to give your details once
- it will be easier to control who has access to records
- an audit trail will be available
- appropriate records will be available 24 hours a day, wherever you are
- records will be more accurate and up-to-date
- it will be easier for staff to book appointments and make referrals



Do you share my information with other people or agencies?

In some instances we may need to share information about you with other agencies which will be providing care for you, such as NHS hospitals, GPs and social care, so we can all work together for your benefit and provide coordinated care.

Your information will only be disclosed to those who have a genuine need to know and who agree to keep your information confidential.

Can information be shared without my consent?

Your information may not be shared outside your health care without your consent except in a number of limited circumstances when we are legally bound to do so, for example:

- where there is a danger of harm to a child or vulnerable adult
- as a result of a court order
- when it is absolutely necessary for the prevention or detection of crime or the apprehension or prosecution of offenders
- reporting notifiable infection diseases
- where there are serious risks to the public or staff



What if I change my mind after giving my consent for sharing or use of my information?

Your consent is needed for us to share your information unless the exceptional conditions above apply.

You have a right to refuse or change your mind at any time, however this may affect the healthcare that is available to you. You can change your mind, but please inform us, so we can update our records.

How do you keep my records confidential?

Everyone working within Medway Community Healthcare has a legal duty to keep information about you confidential. There are strict codes of conduct in place to ensure your information is safe, whether it is on paper or computer. Staff must abide by:

- General Data Protection Regulations
- Data Protection Act 2018
- Common Law Duty of Confidentiality
- NHS Code of Confidentiality

Can I get a copy of my records?

You have a right under the General Data Protection Regulation and Data Protection Act 2018 to access your medical records or authorise a representative to do so. We must respond within 1 calendar month. Information may be withheld if we believe it could harm your physical or mental health.

A request can be made verbally or in writing. Please see our website:

<https://www.medwaycommunityhealthcare.nhs.uk/contact-us/information-about-me> or contact the information governance department at the address at the end of this leaflet.

Can I correct inaccurate or out of date information?

We have a duty to ensure your information is as accurate and up to date as is necessary for your care. If it is not then you can ask us to correct it. If we agree that the information is inaccurate, we will correct it. If we disagree, we will make a note on the record of the point which you have drawn to our attention.