



## **YOUR INFORMATION**

This leaflet explains what information we hold about you and how it is used.

It also tells you how you can view your information and have a copy. DPT and TSDFT privacy notices can be found on our website.



Visit Our Website

[www.childrenandfamilyhealthdevon.com](http://www.childrenandfamilyhealthdevon.com)

# YOUR INFORMATION



Children and Family Health Devon (CFHD)

## CHILDREN AND FAMILY HEALTH DEVON

Children and Family Health Devon is an alliance made up of multiple NHS providers, that from 1 April 2019 has responsibility for the delivery of community healthcare services to children and families within the county of Devon.

The Alliance is made up of Torbay and South Devon NHS Foundation Trust (TSDFT) and Devon Partnership NHS Trust (DPT)

Both organisations are Data Controllers under Data Protection Legislation and are individually registered with the Information Commissioners Office (ICO).

## KEEPING INFORMATION ABOUT YOU

We keep records about your health and any treatment and care you receive. This helps us ensure you get the best treatment and management of your healthcare. The records may be written down or held on a computer.

The trust has an electronic patient record system in place to record the care we provide. Each system is tailored to meet the clinical requirements depending on the service you are receiving.

The records should include:

- Your personal details, name, address, date of birth, NHS number and next-of-kin
- Contact we have had with you, such as clinic visits and appointments
- Notes and reports about your health and your treatment and care
- Relevant information from other health professionals, relatives or those who care for you and know you well.

## USING YOUR RECORDS TO HELP YOU

We use the records to help plan and guide your care. They also help to ensure:

- A single electronic care record enables your care team to work more effectively. Doctors, nurses and other health professionals working with you have accurate and up-to-date information
- Appropriate information is available if you see another doctor, or are 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
- We can investigate your concerns, if you need to complain
- We can tell you about health research opportunities you might be interested in.

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## YOUR RECORDS CAN HELP THE NHS

Your information may also be used to help:

- Look after the health of the general public
- Review NHS accounts and services
- Investigate complaints, legal claims and other incidents
- Develop services
- Prepare statistics on NHS performance
- Review the care we provide
- Teach and train health professionals
- With health research and development
- Universities, community safety units and research institutions
- Improve the performance of the Trust

Information used for statistical purposes is anonymous. We take stringent measures to ensure individuals cannot be identified.

We may contact you from time to time to ask whether you wish to be involved in any specific research studies.

## KEEPING YOUR RECORDS CONFIDENTIAL AND SECURE

We hold your records in strict confidence and with a high level of security. Everyone working for the NHS has a legal duty to keep information about you confidential and secure.

You may also receive care from other people, such as Social Services. We may need to share some information about you so we can all work together for your benefit.

We only use or pass on information about you if others involved in your care have a genuine need for it. If we have to disclose your information we will ensure it is kept secure. Anyone receiving information from us also has a legal duty to keep it confidential and secure.

We also want to ensure your information is accurate and up-to-date. For example, it is important we have the correct contact and treatment details for you. We regularly check the information we have to see if we can make any improvements or amendments.

Your health professional will discuss sharing information and will record any preferences or restrictions and agree with you when this should be reviewed.

In exceptional circumstances we may have to pass information about you to others who are not directly involved in your care. For example, if the health or safety of others is at risk or if, by law, we have to pass it on.

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## KEEPING YOUR RECORDS CONFIDENTIAL AND SECURE

The organisations we may share your personal data with are outlined below, this is not an exhaustive list;

- Devon County Council
- Children's Social Services General Practitioners
- Primary Healthcare Providers
- Clinical Commissioning Groups
- NHS organisation
- Ambulance services
- Education services
- Local authorities
- Police

## SEEING YOUR RECORDS

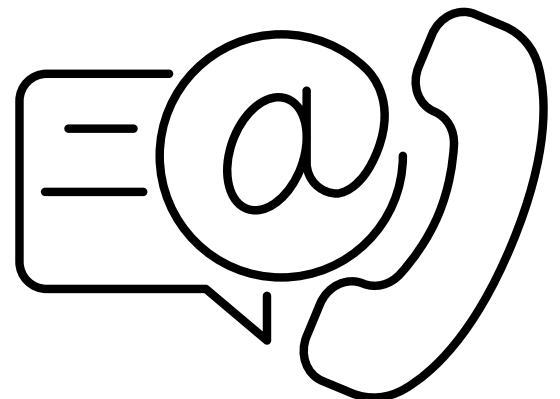
You have the right to see the information we hold about you. This includes paper records and those held on a computer. There are exceptions:

- If disclosing information may cause serious harm to you or other people
- Information from a third party will not be disclosed if we do not have their consent
- Where it would be unlawful to disclose information, for example, during legal proceedings.

To view the records held about you please see your doctor or another member of staff. For a copy of your records, or to understand how we process your information please contact either:

Data Protection Team TSD  
Data Access & Disclosure Office  
Belmont Court  
Torbay Hospital  
Lowes Bridge  
Torquay TQ2 7AA  
Tel: 01803 654868  
[www.torbayandsouthdevon.nhs.uk/data-protection/privacy](http://www.torbayandsouthdevon.nhs.uk/data-protection/privacy)

Safer information Team  
Devon Partnership NHS Trust  
Prentice, Langdon Hospital  
Exeter Road  
Dawlish EX7 0NR  
Tel: 01392 675 678  
Email: [dpt.saferinformation@nhs.net](mailto:dpt.saferinformation@nhs.net)



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## CAN I APPLY FOR SOMEONE ELSE?

Yes, if you have their written agreement or you are the personal representative of someone who has died. There may also be other situations when you can apply (for example an advocate or appointed by a court).

We will send you a 'subject access request' application form to complete and return to the Safer Information Team. This will give us information about your request so that we can advise you.

## HOW QUICKLY WILL MY APPLICATION BE DEALT WITH?

We will provide your records as quickly as possible and within 30 days of receiving your completed application.

We can only release the requested information if we are satisfied you are the applicant or have a legal right to the records.

## FURTHER INFORMATION

Further information can be found on the Trust website. If you have any questions or would like more information, please contact us and either our Safer Information Team or Data Protection Officer will help you.

