

## Further information

If you would like to know more about how we use your information or if, for any reason, you do not wish to have your information used in any of the ways described in this leaflet please contact:

NHS Dorset Clinical Commissioning Group  
Corporate Governance Office  
Vespasian House  
Bridport Road  
Dorchester  
DT1 1TS

Telephone Number: 01305 368900

**This leaflet can be made available in other  
formats and languages**

To request a different format please contact the  
Communications Team

[communications@dorsetccg.nhs.uk](mailto:communications@dorsetccg.nhs.uk)

**CONFIDENTIALITY:**  
Patient information



## Why we collect information about you

The role of NHS Dorset Clinical Commissioning Group (CCG) is to commission healthcare services that meet the needs and expectations for the population of Dorset.

In order to ensure that the healthcare services are of high quality, are sustainable and that resources are used in the most efficient way, we sometimes use patient and public information to help us do this.

This leaflet tells you why and how we use your personal information and how we keep it safe and secure.

## What does the information include?

The information we collect may include:

- basic details about you, such as name, address,



date of birth, ethnicity, NHS Number;

- categories of treatment you have received;
- the healthcare setting where you received treatment;
- details and records about any application made to the CCG for Continuing Healthcare or Individual Patient Funding (these will include information from health care professionals about any relevant medical condition and treatment received).

- where there is a legal requirement, for example if you had committed a Road Traffic Offence.

## How we ensure your information is accurate

We have a duty to make sure that your information is accurate and current.

Information Quality Assurance Assessments are undertaken to help us improve the quality of information we record about you. You may also request that any incorrect information held on your records is corrected.

## How you can access your own information

The Data Protection Act 1998 allows you to find out what information about you is held on computer and in certain manual records.

This is known as “right of subject access” and applies

to personal information held about you.

If you want to see the information about you that the CCG holds you will need to make a written request to the CCG.

You are entitled to receive a copy, subject to certain exemptions, usually within 40 days of receipt of your request, but should note that a charge will usually be made.

Please be aware, however, that in certain circumstances your right to see some details in your records might be limited, in your own interest or for other reasons.

If you would like to find out more about accessing your personal information please contact the Corporate Governance Office (details on the back page of this booklet).



When information is shared, it is transferred securely and kept confidentially by those who receive it.

### Sharing your information without consent

We will normally ask you for your consent, but there are times when we may be required by law to share your information without your consent, for example:

- where there is a serious risk of harm or abuse to

- you or other people;
- where a serious crime, such as assault, is being investigated or where it could be prevented;
- notification of new births;
- where we encounter infectious diseases that may endanger the safety of others, such as meningitis or measles (but not HIV/AIDS);
- where a formal court order has been issued;

The information may be written down on paper (manual records), held on a computer or a mixture of both.

### How your information is used

Your information is used to:

- assess the needs of the general population;
- review the quality of care provided by all healthcare services including hospitals, GP surgeries and community services;
- assist the CCG in designing better quality, more cost effective services across Dorset;
- ensure treatments and services meet the needs of local communities;
- pay your GP, dentist and hospital for the care they provide;
- prepare statistics on the performance of services and local health organisations;
- investigate legal claims or adverse incidents;

- ensure your concerns can be properly investigated should you need to complain;
- conduct research approved by the Local Research Ethics Committee (with your consent);
- monitor the way public money is spent.

Where your information is used for statistical purposes stringent measures are taken to ensure that individual patients cannot be identified.

Anonymous statistical information may be passed to organisations with a legitimate interest, including universities and research institutions.

Where it is not possible to use anonymised information for statistical purposes we will seek your consent unless the law requires us to share the information.





If you do not want certain information recorded or shared or used in the ways described please contact the CCG. Details are at the end of the booklet.

Please note: the CCG does not have access to, or hold your health record. These are held within the NHS organisation providing your care, for example, GP practice or hospital attended.

### **Continuing Healthcare and Individual Patient Treatment Request**

If you have made an application for Continuing Healthcare or an Individual Patient Treatment request, then information held, requested and supplied is used only for the purpose of supporting your application.

### **How we keep your information confidential and secure**

Everyone working in, or for, the NHS must use personal information in a secure and confidential way. Staff that have access to information about individuals need to use it effectively, whilst maintaining appropriate levels of confidentiality.

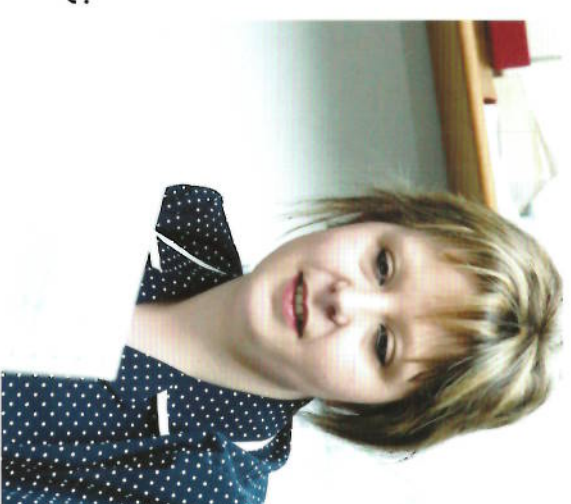
We will only ever use or pass on your information if there is a genuine need to do so. We will not disclose information about you to third parties without your permission unless there are exceptional circumstances, such as when the law requires.

Anyone who receives information from us is also under a legal duty to keep it confidential and secure  
When we pass on any information we will ensure it is kept confidential and secure.

### **Who do we share your information with?**

Subject to strict agreements describing how the information will be used, we may need to share your information with:

- NHS England;
- The Health and Social Care Information Centre (HSCIC);
- your GP, Pharmacy and Hospital;
- NHS 111;
- Out of Hours medical service;
- NHS walk in centres;
- local authority departments, including social care and health (formerly social services), education and housing and public health;
- voluntary sector providers who are directly involved in your care;
- private sector providers (private hospitals, care homes, hospices, contractors providing services to the NHS).



The sharing of sensitive personal information is strictly controlled by law. We will consult you before information is shared to ensure we act with your consent.

If you are unable to consent for any reason, we will only share information where it is clearly in your best interests to do so. With your consent, information can be shared with relatives, partners, friends or carers.