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আপনার অনুবাদ পরিষেবা বা অন্য ভাষায় এই ডকুমেন্টের একটি কপি, অডিও টেপ, অক্ষর বৃদ্ধির লিখনাদির প্রণালী বা বড় আকারের মুদ্রণ প্রয়োজন হলে, অনুগ্রহ করে CWP কর্মীর একজন সদস্যের সাথে কথা বলুন বা cwp.info@nhs.net এ ইমেল করুন

Os oes angen gwasanaethau cyfieithu neu gopi o'r ddogfen hon arnoch mewn ieithoedd eraill, tâp awdio, Braille, neu brint brasach, siaradwch ag aelod o staff CWP neu e-bostiwrch cwp.info@nhs.net

જો તમને ભાષાંતર સેવાઓની જરૂર હોય અથવા અન્ય ભાષાઓ, ઑડિયો ટેપ, બ્રેઇલ અથવા મોટા અક્ષરોમાં આ દસ્તાવેજની નકલ જોઈતી હોય તો કૃપા કરીને CWP સ્ટાફના સભ્ય સાથે વાત કરો અથવા cwp.info@nhs.net પર ઇ-મેલ કરો

Jeśli wymagane jest tłumaczenie, lub kopia niniejszego dokumentu w innym języku, na kasecie audio, alfabetem Braille'a lub druk większą czcionką, prosimy o skontaktowanie się z członkiem personelu CWP (Organizacja partnerska krajowego systemu zdrowia regionów Cheshire i Wirral) lub przez pocztę elektroniczną: cwp.info@nhs.net

如果您需要翻译服务或者需要该文件的其它版本, 录音磁带, 盲文或大字体, 请和CWP的一位员工提出, 或者发电邮至 cwp.info@nhs.net

यदि आपको अनुवाद सेवाएँ, या इस दस्तावेज़ की प्रति किसी अन्य भाषा, ऑडियो टेप, ब्रेल या बड़े अक्षरों में चाहिए, तो कृपया CPW स्टाफ के सदस्य से बात करें या cwp.info@nhs.net पर ईमेल करें

You can also download a copy of the CWP
Information We Hold Leaflet at
cwp.nhs.uk

The information in the leaflet was valid at the date of production Dec 19 and is due for review in Dec 21

Leaflet code: F-IWHSW-19-814



Information We Hold



Anyone who receives care and support from an NHS professional, for example a doctor or a nurse will have a **healthcare record**, containing their **confidential information**.

Healthcare professionals are trained to handle your information correctly and protect your privacy.

We collect information from you:

- to make sure your **care** is of a **high standard**
- to ensure you are **receiving** the **right care** and **treatment**
- to **prepare data** that ensures we are **meeting your needs**, set out by the government and other agencies.
- to help to **train** our **staff**
- to help to **support research**
- to help **support** the **funding** of your care
- when reporting and investigation of **complaints, claims** and **incidents**
- to help us **develop** and **improve** the service we provide. This could include asking you for **feedback about your experience** of using our service
- **Reporting incidents** to the appropriate authorities (services) as required by law.

What we **don't do** with your personal information:

- **collect** your **information** to try and sell you anything
- **sell** your **information** to anyone

Our team provides a confidential service. This means that you can discuss personal information in confidence. We will not share your personal information with anyone else without your permission.

We would only ever share your information:

- In order to protect you or someone else from serious harm.
- If a serious crime had been committed.
- If there was a risk to the public or our staff.

Cheshire Care Record

We can also look at your information from other health services like your GP or hospital. This is your Cheshire Care Record. You can speak to your GP if you do not want this.

How is your information stored?

Your information is stored safely on computers and in paper files.

Other healthcare professionals involved in your care may have access to see your electronic records.

Having access to this information can really help the team to get a better understanding of the care and treatment you need.

General Data Protection Regulation 2016 - GDPR

General Data Protection Regulation 2016 explains your rights on the Information organisations, businesses or the government. store about you.

You have the right:

- To be told why, when and how your information will be used.
- To ask to access your information
- To ask for your information to be corrected if you don't think it is correct or incomplete
- To ask for your information to be deleted or removed if it is no longer needed
- To limit who might see your information
- To say no to how your information could be used

Information about you is held securely for timescales set out by the government.

CCTV

To ensure a safe and secure environment we have Closed Circuit Television systems in some areas of the Trust, this includes our Children's Centres and Clinics. You can find more information about this on our CCTV policy.

Freedom of Information Act 2000 (FOI)

The FOI Act allows the public to request general information which the Trust keeps such as policies or minutes of meetings. To make a request email cwp.foi@nhs.net or write to the Trust.

Accessing Your Health Records

For advice on requesting copies of your personal information please speak to a member of staff for more details.

