

Care records guarantee

In the National Health Service, we aim to provide you with the highest quality of health care. To do this, we must keep records about you, your health and the care we have provided to you or plan to provide to you.

This guarantee is our commitment that we will use records about you in ways that respect your rights and promote your health and wellbeing.

The people who care for you use your records to:

- provide a good basis for all health decisions made by you and care professionals;
- allow you to work with those providing care;
- make sure your care is safe and effective; and
- work effectively with others providing you with care.

Others in the NHS may also need to use records about you to:

- check the quality of care (called clinical audit);
- protect the health of the general public;
- keep track of our spending;
- manage the health service;
- help investigate any concerns or complaints you or your family have about your health care;
- teach health care workers; and
- help with research.

You have the right:

- to confidentiality under the Data Protection Act 1998, the Human Rights Act 1998 and the common law duty of confidence (the Disability Discrimination and the Race Relations Acts may also apply); and
- to ask for a copy of all records about you (you may have to pay a fee).

FOR MORE INFORMATION, PLEASE CONTACT THE PATIENT ADVICE AND LIAISON SERVICE ON Telephone: 020 7472 6446/6447; (020 7472 6445 - 24 hour answer phone), Fax: 020 7472 6463, Text phone 07624 803635