

# **The Devonshire Lodge Practice**

## **PROTECTING INFORMATION ABOUT YOU**

How We Protect and Use Patient  
Information

A Guide For Patients

## **What we use information for**

As providers of healthcare services, our clinical staff will ask you for information so that you can receive proper care and treatment. We keep this information, together with details about your care because it may be needed if we see you again.

## **Other uses of information**

We may use some of this information for other reasons, for example:

- In assuring and improving the quality of your care and treatment.
- In the protection and monitoring of public health, for example controlling infection.
- In the managing and planning of the Health Service,
- In the investigation of complaints and legal claims.
- For medical or health service research, audit and training.

Sometimes the law requires us to pass on information, for example 'Statutory notifications of births and deaths'.

## **Sharing information with others**

You may be receiving care from other people as well as NHS staff. So that we can all work together for your benefit, we may need to share some information about you. This would only be if people have a genuine need to know and it is in your best interests.

Whenever we can, we shall remove details that identify you.

Anyone who receives information from us is also under a legal duty to keep it confidential.

## **Confidentiality**

We provide a confidential service to ALL our patients including those under 16.

Everyone working for the NHS has a legal duty to keep information about you confidential. At all times great care is taken to ensure the high standards of confidentiality are maintained in respect of all information held about you.

## Access to your Health Records

You have a right of access to your health records. The Data Protection Act (1988) gives you the right of access to all information the practice and the Primary Care Trust holds about you on manual records and the computer. It is your legal right to see your records and, if you so wish, to obtain a photocopy of them. Although you should be aware that your practice may charge you a fee for any copies made.

Only in exceptional circumstances can access be withheld. If you would like to apply for access to information held about you, or would like further information about the Act, please discuss this with the person in charge of your care or write to the Practice Manager at the address below.

Practice Manager  
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