

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

In all cases, where personal information is shared, either with or without your consent, a record will be kept.

When information is withheld

If it is believed the information may cause serious harm or distress to yourself or another person.

How you can access your records

The Data Protection Act 1998, which came into force on 1st March 2000, allows you to find out what information about you is held on computer and in certain paper records. This is known as 'right of subject access' and applies to your health records.

If you would like to see your records you can make a written request to us and must include your authorising signature.

You are entitled to receive a copy of your records but should note that a charge may be made.

Written requests should be addressed to:

Information Governance Manager
Devon Doctors
PO Box 524
Exeter
EX1 9EE

You can also fax your request to our secure number: **01392 824 922**

To access your GP practice records please contact the practice directly.

For more information about Devon Doctors please visit our website:

www.devondocors.co.uk

Devon Doctors

**Providing urgent out of hours
healthcare across Devon**

Out-of-hours GP service:
0845 6710 270

Updated January 2011

Devon Doctors

Information we hold about you

A guide for patients



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Why should you read this leaflet

This leaflet explains what information is collected about you, why it is collected and the ways in which it is used.

Why we need information about you

Medical and social care professionals keep records about you, your health/social care and any treatment and/or care you received from the NHS.

These records are known as care records and they help us to ensure that you receive the best possible care from us.

What information is held about you

When you contact us we keep the following information:

- Your name and date of birth
- Your home address
- Your contact details
- A brief summary of your medical problem
- Clinical notes about any assessments, examinations, treatment or care you receive from Devon Doctors
- Recordings of all telephone calls to and from Devon Doctors
- Health professionals who are involved in your ongoing care (such as your GP) may provide us with a special note. This will explain your medical history, medical needs and care plans

The above information is stored electronically on our confidential computer system.

How your records are used

Your care records are used to guide medical professionals in the care you receive:

- If you contact our service again the duty doctor can refer to medical notes made from your previous calls to us. They can also refer to your special note if your GP has provided one
- A record of your contact with us is sent to your GP practice the next working day. Please inform the operator who initially answers your call if you do not want this disclosed to your practice
- This helps your GP, nurse or other medical professionals involved in your care, to assess your health and decide what care you need
- Your records provide a good basis for assessing the type and quality of care you have received
- Your records help us to investigate any feedback or concerns you may have about your contact with our service
- Your records can also be available if you see another doctor, or are referred to a specialist or another part of the NHS

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Your records also help us to:

- Look after the health of the general public
- Audit NHS accounts and services
- Investigate complaints, legal claims and unexpected events
- Prepare statistics on NHS performance
- Review the care we provide to ensure it is of the highest standard
- Conduct health research and development
- Teach and train medical and social care professionals

Where information is provided for research, statistics or audit we ensure that your name and address is removed to maintain confidentiality.

How do we keep your records confidential and secure?

Everyone working in the NHS has a legal and professional duty to ensure that all your information is safely and securely protected.

The sharing of some of your information is strictly controlled.

We will not pass any information about you to third parties without your permission unless there are exceptional circumstances.

Consent will be required where requesting information relating to somebody else.

Such occasions may be when the health and safety of others, including members of staff, is at risk, or to ensure we provide you with the correct care, or when the law requires information to be passed on.