

## **Your rights as a patient**

You have a right to see information recorded about you in manual records and computerised data. These rights are shown in the Data Protection Act 1998. There is a charge for viewing records and a special appointment is required.

If you consider that patient confidentiality has been breached, you should follow the practice complaint procedure. Information can be found on this at reception.

## **Your rights to information about Mundesley Medical Centre**

The Freedom of Information Act 2000 recognises that members of the public have the right to know how public services are organised and run, how much they cost and how the decisions are made.

In addition to accessing the information identified in the Publication Scheme, you are entitled to request information about Mundesley Medical Centre General Practice under the NHS Openness Code 1995.

There may be a charge for this information.

Requests for information should be addressed to:

The Practice Manager  
Mundesley Medical Centre  
Munhaven Close  
Mundesley  
NORWICH  
NR11 8AR



## **A Guide to Information Held About You**

**Or**

## **The Person You Are Caring For**

## Why do we need information about you?

The main reason we collect information about you is:

- To help in the provision of your health care and treatment
- To assist staff in reviewing the care they provided for you to ensure that it is of the highest standard (this type of information is only used by staff directly involving in care).

Your information is also used:

- To try to improve the health of the general public.
- To help in the management of the NHS and in planning for future services.
- To ensure that staff receive suitable training and education.
- To prepare statistics on NHS performance and activity.
- To investigate complaints or legal claims.
- To support clinical audit

In research approved by the local Research Ethics Committee. If anything to do with the research would involve you personally, you will be asked if you wish to take part and any identifiable results will not be published without your agreement (this type of information will, in most instances, have identifiable details removed).

## How is your information collected?

- From what you or carers tell us.
- From examinations, observations and tests carried out by staff.
- By data extraction from your computerised records to the Health & Social Care Information Centre (HSCIC).

## How is your information stored?

- As paper records
- On computerised systems

## Why do we need to keep information about you?

- To ensure continuity of care when you return for treatment or see a different health professional.

## Will your information be confidential?

Everyone working for the NHS has a legal duty to keep information about you confidential. Mundesley Medical Centre is a controller under the data protection Act 1998. We hold information for the purpose specified in our notification made to the Data Protection Commissioner, who ensures that information is kept legally and fairly.

Where other people as well as NHS staff are involved in your care, information about you may need to be shared with them. In some instances the law requires us to pass on information, e.g. to notify a birth. All persons receiving information from us will also have a legal responsibility to keep your information confidential.

Information is only passed on where people have a genuine need for it in your and everyone's interests.