

# How we use your personal information

## Information for patients Information Governance



**PROUD TO MAKE A DIFFERENCE**

SHEFFIELD TEACHING HOSPITALS NHS FOUNDATION TRUST





## Why do we collect information about you?

Sheffield Teaching Hospitals NHS Foundation Trust (STH) collects personal data and information regarding your health.

We collect this information as part of providing the best possible care and treatment for you.

We take our duty to protect your data/information and confidentiality very seriously. We are committed to taking all reasonable measures to ensure the confidentiality and security of your data/information for which we are responsible, whether in paper or electronic format.

We are required by data protection legislation to provide you with further privacy information. This can be found in our Patient Privacy Notice, which can be viewed at:

- **[www.sth.nhs.uk/about-us/general-data-protection-regulations](http://www.sth.nhs.uk/about-us/general-data-protection-regulations)**

These records help to ensure that you receive the best possible care. They may be written down in paper records or stored electronically on a computer.

These records may include:

- Personal details such as name, address, date of birth, next of kin
- Contact we have with you, such as outpatient clinic visits
- Notes and reports about your health
- Details and records about your treatment and care
- Results of X-rays, laboratory tests and any other tests
- Relevant information from people who care for you and know you well, such as health professionals and relatives

It is essential that we have your correct details to ensure the appropriate care and treatment is provided to you. Always check that your personal details are correct when you contact us.

Please inform us as soon as possible if any of your personal details change. Knowing your NHS number will also help us to identify you.

Your information will be held centrally to be used for statistical purposes. In these instances, we take strict confidentiality measures to ensure that individual patients cannot be identified.

For essential NHS purposes, such as audit and teaching, we use anonymous information when possible. This means using information without your name or any confidential data/information.

Further information is available on our Privacy Notice which is available on our website:

- **[http://nww.sth.nhs.uk/NHS/InformationGovernance/Documents/STH%20Patient%20Privacy%20Notice%20LB\\_NB\\_PIW%2002052018%20Last.pdf](http://nww.sth.nhs.uk/NHS/InformationGovernance/Documents/STH%20Patient%20Privacy%20Notice%20LB_NB_PIW%2002052018%20Last.pdf)**

If you are involved with a research project or your information is used for non-medical purposes, you will be asked for consent before your information is used.

## **How your personal information is used**

Your records are used to guide and administer the care you receive to ensure that:

- Your doctor, nurse or other healthcare professional involved in your care, has accurate and up-to-date information to assess your health and decide the most appropriate care for you.
- Your concerns can be properly investigated if a complaint is raised.

We will ensure that appropriate information is available if you see another doctor, or are referred to a specialist or another part of the NHS.

## **If we need to share your personal information**

Everyone working for the NHS has a legal duty and obligation to keep your information confidential and secure.

You may be receiving care from other services as well as the NHS (Social Services, for example). We may need to share some of your information with them so we can all work together for your benefit.

We will only share your information with other services if they have a genuine need for it.

If you do not wish for your personal data/information to be used or shared in the way that is described in this leaflet, please discuss the matter with us.

You have the right to refuse or object to any data sharing relating to your healthcare, but this may affect our ability to provide you with the best care or advice.

We will not disclose your information to a third party without your permission unless there are exceptional circumstances, such as when the health and safety of others is at risk or if the law requires us to pass on information.

Anyone who receives information from us has a legal duty to keep it confidential and secure at all times.

## **Who might we share personal information with?**

We may share information with the following main partner organisations:

- Department of Health and other NHS bodies such as NHS England, and Clinical Commissioning Groups (CCGs)
- Other NHS Trusts that are involved in your care such as other hospitals
- General Practitioners (GPs)
- Ambulance Services

We may also share your information, subject to strict agreement about how it will be used, with:

- Adult or children's social services
- Education services
- Local authorities
- Voluntary sector providers working with the NHS
- Private sector providers working with the NHS

## How the NHS and care services use your information

Sheffield Teaching Hospitals is one of many organisations working in the health and care system to improve care for patients and the public.

Whenever you use a health or care service, such as attending Accident & Emergency or using Community Care services, important information about you is collected in a patient record for that service. Collecting this information helps to ensure you get the best possible care and treatment.

The information collected about you when you use these services can also be used and provided to other organisations for purposes beyond your individual care, for instance to help with:

- improving the quality and standards of care provided
- research into the development of new treatments
- preventing illness and diseases
- monitoring safety
- planning services

This may only take place when there is a clear legal basis to use this information. All these uses help to provide better health and care for you, your family and future generations. Confidential patient information about your health and care is **only used** like this where allowed by law.

Most of the time, anonymised data is used for research and planning so that you cannot be identified. In this case your confidential patient information isn't needed.

You have a choice about whether you want your confidential patient information to be used in this way. If you are happy with this use of information you do not need to do anything. If you do choose to opt out, your confidential patient information will still be used to support your individual care.

To find out more or to register your choice to opt out, please visit:  
**[www.nhs.uk/your-nhs-data-matters](http://www.nhs.uk/your-nhs-data-matters)**. On this web page you will:

- See what is meant by confidential patient information
- Find examples of when confidential patient information is used for individual care and examples of when it is used for purposes beyond individual care
- Find out more about the benefits of sharing data
- Understand more about who uses the data
- Find out how your data is protected
- Be able to access the system to view, set or change your opt-out setting
- Find the contact telephone number if you want to know any more or to set/change your opt-out by phone
- See the situations where the opt-out will not apply

Find out more about how patient information is used at:

- **[www.hra.nhs.uk/information-about-patients/](http://www.hra.nhs.uk/information-about-patients/)**  
(which covers health and care research);
- **[understandingpatientdata.org.uk/what-you-need-know](http://understandingpatientdata.org.uk/what-you-need-know)**  
(which covers how and why patient information is used, the safeguards and how decisions are made).

You can change your mind about your choice at any time.

Data being used or shared for purposes beyond individual care does not include your data being shared with insurance companies, or used for marketing purposes, and data would only be used in this way with your specific agreement.

Health and care organisations had until 2020 to put systems and processes in place so they could be compliant with the national data opt-out, and apply your choice to any confidential patient information they use or share, for purposes beyond your individual care.

## How you can access your health records

The Data Protection legislation gives you a right to access the information we hold about you on our records.

- Your request must be made using a completed application form (please contact the Medical Records Administration Office for details).
- We are required to respond to you within 30 days.
- You will need to provide adequate information (for example, your full name, address, date of birth, NHS number etc) so that your identity can be verified and your records located.

For further information contact:

- **Medical Record Administration Office**

Royal Hallamshire Hospital  
Glossop Road  
Sheffield S10 2JF

- **sht-tr.sars@nhs.net**
- **0114 271 3054**

- **Patient Record Administration Office**

Northern General Hospital  
Herries Road  
Sheffield S5 7AU

- **sht-tr.sars@nhs.net**
- **0114 271 3054**

## Copying letters to patients

Patients have a right to a copy of any letter written about them from one healthcare professional to another. If you would like to receive a copy of your letter, please let one of our healthcare team know during your appointment.

## Patient Experience Feedback

The Trust values your feedback and undertakes a number of surveys to get a better understanding of the experience of our patients and to improve services.

To do this we may pass your contact details to our approved surveys contractor and you may be asked for feedback via text message, telephone, email or letter. You will never be contacted for any reason other than in relation to our services and your care.

Data is shared in line with Caldicott requirements and is the minimum necessary to process the survey. It is provided through a secure network and all data is deleted on the Trust servers within 30 days

You can also give feedback online by following this link:

- **[ratenhs.uk/0nonrj](https://ratenhs.uk/0nonrj)**

Participation in surveys is voluntary. All feedback provided is anonymous and confidential and will not affect any future care.

If you do not wish to participate in a survey, then please contact our Patient Advice and Liaison Service (PALS):

- **0114 271 2400**
- **[sth.pals@nhs.net](mailto:sth.pals@nhs.net)**

For further information and our most up-to-date GDPR information and Privacy Notice, please visit:

- **[www.sth.nhs.uk/about-us/general-data-protection-regulations](https://www.sth.nhs.uk/about-us/general-data-protection-regulations)**

## Notification

The Data Protection legislation requires organisations to lodge a notification with the Information Commissioner to describe the purposes for which they process (use) personal information.

The details are publicly available from the Information Commissioner's office at:

- **Information Commissioner's Office**  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire SK9 5AF
- **01625 545 745**
- **[ico.org.uk](https://ico.org.uk)**

## Your opinion is very important to us

Whether you are happy or unhappy with the care and treatment that you have received, we'd like to know about it.

If we are not getting it right and you want to raise a concern, you can speak to any member of staff. If the problem can be resolved quickly we will do our best to put things right.

If you prefer, you can call the Patient Services Team on:

- **0114 271 2400**

They will be happy to listen to you and assist you by putting you in touch with the right person to address your concern.

Alternatively you can write to the Chief Executive at the following address:

- **Chief Executive**  
Sheffield Teaching Hospitals NHS Foundation Trust  
8 Beech Hill Road  
Sheffield S10 2SB
- **[www.sth.nhs.uk](http://www.sth.nhs.uk)**



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