

Compliance Team – Health Records

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FOI REQUEST NUMBER 159 2015

Request:

This would appear to be the only email address I could find; on the page which discusses LORENZO it gives an email address as Lorenzo@nsft.nhs.uk which does not appear to work.

I should be grateful if you could answer the following questions regarding the information gathered using your new System LORENZO.

What level of NSFT staff has access to this information?

Can this information then be shared/made available to all members of NSFT staff.

Is all information regarding other areas of a User's Health Records i.e. G.P., Hospital Records, available to NSFT staff.

Can a patient specify which areas of the Health Care can be accessed by NSFT staff.

Thanking you in anticipation of a reply.

This information is required on behalf Service User; none of the above information was given, verbally or in leaflet form, prior to information gathering made by a NSFT staff member.

I just wondered why this information, which is general information, is to be dealt with under the Freedom of Information Act? I am not asking for any personal information, these are general questions regarding the gathering of information and surely you must have a leaflet available on-line which would be given to Clients before the information is taken?

As you work under the Governance of the Freedom of Information Act, surely any member of staff must work to it's guidelines and I just wished for clarification of how the information is gathered, what level (or Grade) can gather this information and who has "open" access to what you hold on file.

Why does something that appears quite straightforward have to become an "issue".

If your use of information is exactly the same as a G.P., just acknowledgement of this fact will suffice and I will get a leaflet from them.

Response:

Thank you for your recent email. Please find attached a leaflet which should answer your queries.

For further information contact:

The DPA / FOI Compliance Team
Norfolk and Suffolk NHS Foundation Trust
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Tel: 01603 421421

Email: dpa@nsft.nhs.uk

In case of emergency contact your GP

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If you would like this leaflet in large print, audio, Braille, alternative format or a different language, please contact PALS and we will do our best to help.

Email PALS@nsft.nhs.uk
or call PALS Freephone 0800 279 7257

Norfolk and Suffolk

NHS Foundation Trust



What happens to information held about you?

Information for service users, their family and carers and professionals



Why we keep records about you

Information about you, your healthcare and your family background may be recorded either on paper or electronically.

We keep these records so that we can provide good quality services to you. For example, staff need to understand what help you have had in the past, what your current needs are and what services you are receiving.

Doctors, nurses and other health professionals need to make notes about your healthcare and also access these records as part of your overall care.

Secretaries, receptionists and other clerical staff sometimes need access to some of your records in order to book appointments, type letters and so on.

Use of information for reasons other than direct patient care

In order to manage the NHS, information concerning treatments, drugs prescribed, number of patients seen, etc., is needed. Hospitals and general practices provide this information in returns to various central bodies.

Normally information has personal details such as name and address removed.

These returns are sometimes checked against patient files to prevent fraud as part of the NHS's statutory obligations.

We also use anonymised information for other reasons.

For example, we might want to make sure that staff are following policies and procedures properly. Information gathered in this way is known as 'audit'.

Your data may also be used in surveys, although the results are shared, it is anonymous, so individuals cannot be identified.

Your information could be used for medical research. Generally, researchers only need information about groups of people so that no individual stands out and unless you give your explicit consent the information will be provided in an 'anonymised' form (so individuals cannot be identified).

Your information may be used in performance planning to help manage services within the NHS. For example, we might want to check how many people need a certain service over a month or a year. The information is collected on an 'anonymised' form for local and national returns.

Your information could be used to educate our staff involved in your care and teach student clinicians.

We understand how important confidentiality is. Your personal information is always protected.

How we protect your information

The sensitivity of patient information is well understood by our staff.

All staff and contractors are trained to understand their duty of confidentiality and have this written into their contracts of employment.

We keep all paper and electronic records securely in accordance with the Data Protection Act 1998.

Your consent

Your care coordinator or the staff member you see will discuss how your information is being used. If you have any questions or concerns about your confidentiality or information sharing please do not hesitate to ask. Sometimes in order to provide you with the best possible care we may need to refer you to other agencies. We will seek your consent to share information about you with other people.

If you are aged 16 or under then your information may be shared with your parents or guardian without consent being required.

When we can disclose information without your consent

There are occasions when we are allowed by law to keep records about you or share them with others without your consent. They include -

- To protect your health and safety and that of others, for example, the safeguarding of children.
- Disclosures required by Law in respect of any legal proceedings.
- Applications made by the Police under the Police and Criminal Evidence Act (PACE) Regulations for example where somebody may be seriously injured if the police are not informed.

Legal responsibilities

The Data Protection Act 1998 gives you, the patient (known in the Act as the 'Data Subject') various rights.

All staff working in the organisation have a duty of confidentiality.

A breach of confidentiality or the Data Protection Act 1998 may result in the organisation taking disciplinary action. The organisation actively implements and regularly audits security measures to ensure your information is safe.

Your rights under the Data Protection Act 1998

Your doctor, nurse or any other professional dealing with your care can show you anything they have written during that consultation or during an in-patient episode. This is called 'informal access'.

If you wish to see all your current records or any of your old records, you will need to make an application in writing. This is called a 'formal access request'.