

Keeping stuff private: why we collect information about you and how we keep it safe

The purpose of this leaflet is to tell children:

- Why we collect your information.
- How we keep your information safe.
- What information your parents see.

Why we collect your information

We keep records about your health, any treatment, care and advice you receive and your family background. This helps us care for you when you come to one of our hospitals or clinics. It is very important that we have your up-to-date address, phone number and GP (family doctor) details – if these have changed, please let us know.

You may be asked for the same details more than once, by different people – this is to ensure that you are correctly identified and that any letter or information is sent to the right address and the right GP.

Where your information is kept

Everything relating to your visit/s is recorded electronically on a secure database. Paper records are stored in areas which can only be entered by authorised members of our teams. Electronic databases are only accessible by authorised colleagues with individual passwords and only accessed by staff involved in your care. Your information will be kept securely until you are 25 years old, or for eight years after your last treatment or appointment with us. After this time period your information may be destroyed.

Who can see this information?

Generally, people involved in looking after you while you are in hospital or going to a clinic will be able to access your electronic record or paper notes. They might need to do this to:

- Plan your treatments.
- Book appointments.
- Check how well we are looking after you.
- Look into any concerns or complaints.

Remember, everyone working for East Sussex Healthcare NHS Trust must keep your information private.

Sometimes, we need to share your information to make sure that we can give you the best care. This will include other colleagues at our trust who are looking after you, as well as your GP and other healthcare agencies, such as the social services, who may be involved in providing or managing your treatment.

At other times we might have to share your information for other purposes, like the training of our teams, research projects, or articles for journals or conferences. If this happens, your information will be anonymised which means that your name, date of birth, address and anything that could identify you will be removed and not shared. If your information is not anonymised, we will ask for your permission to use your information.

If you are found to have a condition that is infectious and may affect other people, then we must report it nationally.

Usually your parents or adults with parental responsibility can see what is in your health record. When you get to around 13 years old, and if you want to, it may be time to discuss with parents how involved you want them to be in your ongoing healthcare.

Access to health records

Under the Data Protection Act you have a legal right to see your health records and to have copies of the information contained in them. Your parents or adults with parental responsibility will do this on your behalf if you are under 16, but if you are around 13 years or older, you may be classed as being competent and you may be able to do this yourself.

If you wish to have a copy of your records please email or write to the Request for Information Team on the address below or email esh-tr.SAR@nhs.net. You will then be sent an 'Application for Access to Health Records' form to complete and return.

Request for Information Team
Corporate Governance
East Sussex Healthcare NHS Trust
District General Hospital
Kings Drive
Eastbourne
East Sussex, BN21 2UD

If you want to look at your records while you are staying on a ward, you should ask a senior member of staff.

Where can I get more information?

If at any time you would like to know more about how we use your information, please write to the trust's Data Protection Officer on the address below or email esh-tr.infogov@nhs.net.

Data Protection Officer
East Sussex Healthcare NHS Trust
District General Hospital
Kings Drive
Eastbourne
East Sussex, BN21 2UD

If you have concerns that you do not wish to raise with the trust, then please contact the Information Commissioner's Office (ICO): <https://ico.org.uk/> 0303 123 1113 (9am to 5pm)

How you can help us?

The trust needs to keep your personal information correct and up to date. You can help us in the following ways:

- Always give your full first and last names (eg, Christine, not Chris).
- Always confirm any particular spelling (eg, Linda or Lynda, Geoffrey or Jeffrey).

- Always give your full address (eg, Flat 1, Milburn House, Milburn Court NOT 1, Milburn Court) and your postcode.
- Advise us of any changes of name, address, telephone number or next of kin. Tell us if you change your GP.

If you would like to notify us of any changes please tell a member of our team or write to the hospital at the following address:

The Health Records Department
Eastbourne District General Hospital
Kings Drive
Eastbourne
East Sussex
BN21 2UD

If you have a serious complaint about the trust's handling of information about your child, please write to the complaints team at the address shown.

Your comments

We are always interested to hear your views about our leaflets. If you have any comments, please contact the patient experience team on 0300 131 4784 or esh-tr.patientexperience@nhs.net.

Hand hygiene

We are committed to maintaining a clean, safe environment. Hand hygiene is very important in controlling infection. Alcohol gel is widely available at the patient bedside for staff use and at the entrance of each clinical area for visitors to clean their hands before and after entering.

Other formats

If you require any of our leaflets in alternative formats, such as large print or alternative languages, please contact the Equality and Human Rights Department on 0300 131 4434 or esh-tr.AccessibleInformation@nhs.net

After reading this information are there any questions you would like to ask? Please list below and ask your nurse or doctor.

Reference

The directorate group that have agreed this patient information leaflet: Information Governance and Security Group

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