

Information held about your child information for parents/guardians and families

The purpose of this leaflet is to tell you:

- Why we collect information about your child
- How we use your child's information
- How we keep your child's information safe

Why we collect your information

We keep records about your child's health, any treatment, care and advice they receive and the family's background. This helps us care for your child when they come to one of our hospitals or clinics. It is very important that we have your child's 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 and your child are correctly identified and that any letters or information is sent to the right address and the right GP.

Where your information is kept

Everything relating to your child's visit/s is recorded electronically on a secure database. Paper records are stored in areas which can only be entered by authorised members of staff. Electronic databases are only accessible by authorised staff with individual passwords. Mostly your child's information will be kept securely until they are 25 years old, or for 8 years after their last treatment or appointment with us.

Who can see this information?

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

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

Remember, everyone working for East Sussex Healthcare Trust must keep your child's information private.

Sometimes, we need to share your child's information to make sure that we can give them the best care. This will include other staff at ESHT who are looking after your child as well as their GP and other healthcare agencies, e.g., social services, involved in providing or managing their treatment.

At other times we might have to share your child's information for other purposes, like the training of our staff, research projects, or articles for journals or conferences. If this happens, their information will be anonymised which means that their name, date of birth, address and

anything that could identify your child will be removed and not shared. If their information is not anonymised we will ask for your permission to use their information.

If your child has a condition that is infectious and may affect other people, then we must report it nationally.

When your child becomes responsible for their information

When your child is about 13 years old, if they are able to understand their health conditions and treatment, they will be able to say if they want you or other adults who care for them to continue seeing their health information. It is best if you can discuss this with your child and the staff looking after them and then agree what will happen. However, if the staff do not think that your child understands their health conditions and so is not able to make decisions then, as parents you will be able to look at their records without your child's permission.

Access to health records

Under the Data Protection Act you have a legal right to see your child's health records and to have copies of the information contained in them until your child becomes responsible for their own information

If you wish to have a copy of your child's records please email or write to the Request for Information Team at the Trust – the address is given below. You will then be sent an 'Application for Access to Health Records' form to complete and return.

If you want to look at your child's records while they 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 child's information, please write to the Trust's Information Governance Lead (guardian of information about patients):

Information Governance Lead
East Sussex Healthcare NHS Trust
District General Hospital
Kings Drive
Eastbourne
East Sussex
BN21 2UD

Or email: esh-tr.infogov@nhs.net

If you have concerns that you do not wish to raise with the Trust, then please contact the Information Commissioner's Office (ICO):

Website: <https://ico.org.uk/>

Helpline Phone Number: 0303 123 1113 (between 9am and 5pm)

Postal Address: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

How can you help us?

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

- Always give your child's full first and last names (eg, Christine NOT Chris).
- Always confirm any particular spelling (eg, Linda or Lynda, Geoffrey or Jeffrey).
- Always give your child's full address (eg, Flat 1, Milburn House, Milburn Court NOT 1, Milburn Court) and 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 staff 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 Department 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.

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 team 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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