

How you can get access to your health records

You have the right by law to have access to information that is held about you by the Trust in manual or computerised records.

There are some exceptions to this, for example, where giving you access to the information would be likely to cause you or any other person physical or mental harm.

The Trust has a formal procedure to help you gain access to your records.

Please contact the Patient Advice Liaison Service (PALS) on:

0800 195 4462

Retention

Generally, adult health records are kept for twenty years after the last treatment.

All records are destroyed securely.

People who access our services are welcome to talk to the Team Manager if they are experiencing any problems with their care.

If you require translation services or a copy of this document in other languages, audio tape, Braille or larger print, please speak to a member of CWP staff, e-mail info@cwps.nhs.uk or write to: Communications, Cheshire and Wirral Partnership NHS Foundation Trust, Upton Lea, Countess of Chester Health Park, Liverpool Road, Chester, CH2 1BQ.

যদি আপনার ট্রান্সলেশন সার্ভিসের বা এই দলিলের কপি অন্য ভাষায়, অডিও টেপে, ব্রেইল বা বড় ছাপায় দরকার হয় তবে অনুগ্রহ করে সিডব্লিউপি এর স্টাফদের সাথে কথা বলুন, ইমেইল করার ঠিকানা info@cwps.nhs.uk বা কমিউনিকেশন, চেশায়ার ও উইরাল পার্টনারশীপ এনএইচএস ফাউন্ডেশন ট্রাস্ট, আপটন লী, কাউন্টেস অফ চেস্টার হেলথ পার্ক, লিভারপুল রোড, চেস্টার, সিএইচ২ ১ বিকিউ ঠিকানায় লিখুন।

如果您需要翻譯服務或想索取這份文件的其他語文、錄音帶、凸字或大字體版本，請向我們的職員查詢。您亦可以寄電郵至 info@cwps.nhs.uk 或寄信到 Communication, Cheshire and Wirral Partnership NHS Foundation Trust, Upton Lea, Countess of Chester Health Park, Liverpool Road, Chester, CH2 1BQ.

গুণী তমাই ভাষান্তর সেবায় অথবা আ চরনাবেগন-নী গীত্র ভাষাओंमां नकल, ऑडियो टेप, प्रेठल अथवा विद्यागे कन-नी छपाई-नी गरुड डोष, ती कृपा करीन सीडब्ल्यूपी (CWP) ना कर्मचारीओं साथे बात करी, ठमैल करी: info@cwps.nhs.uk अथवा आ सरनामै बन्धो: Communication, Cheshire and Wirral Partnership NHS Foundation Trust, Upton Lea, Countess of Chester Health Park, Liverpool Road, Chester, CH2 1BQ.

यदि आपको अनुवाद सेवाएं या इस दस्तावेज की अन्य भाषाओं में नकल, ऑडियो टेप, ब्रेडल लीपि या विशाल आकार में छपाई की आवश्यकता हो, तब कृपया सीडब्ल्यूपी (CWP) कर्मचारीयों के साथ बात किजीये, या ईमेल किजीये: info@cwps.nhs.uk या इस पते पर लिखिये: Communication, Cheshire and Wirral Partnership NHS Foundation Trust, Upton Lea, Countess of Chester Health Park, Liverpool Road, Chester, CH2 1BQ.

Jeśli wymagane jest tłumaczenie lub kopia niniejszego dokumentu w innych językach, na taśmie magnetofonowej, w języku Braille'a lub dużym drukiem, prosimy o skontaktowanie się z członkiem personelu CWP (Organizacja partnerska krajowego systemu zdrowia regionów Cheshire i Wirral) lub przez pocztę elektroniczną: info@cwps.nhs.uk lub na adres: Communications, Cheshire and Wirral Partnership NHS Foundation Trust, Upton Lea, Countess of Chester Health Park, Liverpool Road, Chester, CH2 1BQ.

Os oes arnoch angen gwasanaeth cyfiethu neu gopi o'r ddogfen hon mewn ieithoedd eraill, tâp sain, Braille neu brint mawr, siaradwch ag aelod o staff CWP, e-bost info@cwps.nhs.uk neu ysgrifennwch i: Communications, Cheshire and Wirral Partnership NHS Foundation Trust, Upton Lea, Countess of Chester Health Park, Liverpool Road, Chester, CH2 1BQ.

Feedback

We welcome any suggestions you have, please send your **comments, concerns, complaints and compliments** to: **PALS, complaints and incidents team**, Cheshire and Wirral Partnership NHS Foundation Trust, Redesmere, Countess of Chester Health Park, Liverpool Road, Chester, CH2 1BQ

For more information see www.cwps.nhs.uk

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Cheshire and Wirral Partnership **NHS**
NHS Foundation Trust

Confidentiality – Psychosexual Service

Information for service users

Care • Well-being • Partnership

Introduction

Our guiding principal is that we are holding your records in strict confidence. The information held in your health record is important for your care.

Why we collect information about you

Healthcare professionals, such as your Doctor, hold records about your health, treatment and care you receive from the NHS. These records are held to ensure you receive the best possible care from our service. It is important that the details you provide are accurate and you let us know of any changes, for example, if you change your address or GP.

Records may be written (manual records) or held on computer.

Records may include:

- Basic information about you, such as name and date of birth.
- Contact we have had with you, such as your clinic appointments.
- Notes and reports about your condition and any treatments or suggestions made for your care.
- Details and records about the treatment and care you receive.
- Results or progress reports regarding your treatment.
- Relevant information from other health professionals where appropriate.

How your records are used to help you

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

- Your therapist or any other healthcare professional in the team involved in your care have accurate and up-to-date information to assess your condition and decide what further recommendations of treatment or care you need when you visit in the future.
- Full information is available should you see another member of the sexual therapy team or be referred to another healthcare professional or specialist within the NHS, with your permission.
- There is a good basis for assessing the type and quality of care you have received.
- Your concerns can be properly investigated if you need to complain.

Confidentiality

All NHS and social care staff have a legal duty to keep information about you confidential. The law strictly controls the sharing of some types of sensitive personal information.

Access to your records is restricted to your therapy team.

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

Records are used to monitor the effectiveness of treatment and help to improve the level of care we give. Bodies such as the NHS Litigation Authority have full access to information for this purpose.

How your records are used to help the NHS

Information about you will be used for your care and treatment. If we want to use the information for anything else, we will anonymise it so that it does not identify you or we will ask for your written permission.

Anonymised information may also be used to assist us:

- Review the care we provide to make sure it is of the highest standard.
- Teach and train healthcare professionals.
- Ensure our service can meet the needs of patients in the future.
- Conduct health research and development.
- Prepare statistics on NHS performance.
- Audit NHS accounts and services.
- Investigate complaints, legal claims or untoward incidents.

(Section 60 of the Health and Social Care Act 2001 currently provides an interim power to ensure that patient identifiable information, needed to support a range of important work such as clinical audit, record validation and research, can be used without the consent of patients.)