

We need accurate information to:

- Ensure patient needs are met now and in the future
- Help staff review the care they provide to make sure it is of the highest standard
- Investigate any complaints or legal claims;
- Ensure NHS money is spent wisely
- Prepare statistics on our performance and activity
- Identify staff training needs
- Improve our services through research.

How can you help us

Please let us know if any of your personal details have changed.

You can find out more about a wide range of health service and related issues from our PALS office based at NHS Wakefield District. You can also make comments about services. You can phone on: 0845 602 4832 or email: pals@wdpct.nhs.uk

If you require this leaflet in another format such as large print, audio tape or other language, please contact PALS on: 0845 602 4832.
Ref: WD124b

Yarborough Clee Care

Your Right To Confidentiality

Introduction

This leaflet explains how we aim to keep confidential any information we have about you.

- We need to provide you with the best possible care. To do this we need to keep records which are accurate and up to date.
- We follow strict standards to ensure your personal information is protected at all times.
- Only authorised members of staff are allowed to see or use personal information held within your records.

Your Rights

- You have a right to ask for access to your health records.
- With your permission, your relatives, friends and carers can be kept up to date with each stage of your treatment.
- If you agree to take part in research you will not be identified in published results unless you give your permission.

Our Duties

- All NHS staff have a legal duty to maintain the strictest levels of confidentiality with all information held in your records.
- Information will only be released without your permission if there is a danger to you or others. This is only done in exceptional circumstances.
- If care involves NHS staff working with people from other organisations, e.g. Social Services, some information may be shared for your benefit. They also have a legal duty to keep our records confidential.