

How we look after and safeguard information about you

Our health Improvement team are commissioned by the Royal Borough of Greenwich Public Health, Oxleas Foundation Trust and other organisations in your local healthcare network.

They aim to provide you with the highest quality of support. In order to do this they need to keep records about you, your health and the support, booking and referral services we have provided or aim to provide to you.

We know that you value your privacy and the security of personal information held about you.

Information recorded

Information recorded may include:

- § basic details about you, such as address, date of birth, next of kin;
- § records of NRT (smoking cessation only) you have been prescribed by your GP or stop smoking advisor or another qualified prescriber, and which have been supplied;
- § other details and notes about your general wellbeing and behaviour change support;

As part of providing a professional, safe and efficient service, there is certain information that we record. This includes details of height, weight, blood pressure, cholesterol and blood sugar, and activity levels and goals, as well as significant advice support given and referrals and bookings made to other health care professionals and community and voluntary sector organisations. This information won't be shared with anyone else except under the circumstances described below in 'Sharing Information'.

Sharing Information

The information held about you will not be shared for any reason, unless:

- § you ask us to do so;
- § we ask and you give us specific permission;
- § we are permitted by law, for example where public interest or safeguarding responsibilities overrides the need to keep the information confidential.

The types of people we may ask you for permission to share information with include your doctors (GP and hospital) and other health professionals such as school nurses.

Anyone who receives information from us also has a legal duty to keep this information confidential, subject to recognised exceptions of the types listed above.

Your Rights

You have the right to confidentiality under the Data Protection Act 1998, the Human Rights Act 1998 and the common law duty of confidence (the Disability Discrimination and the Race Relations Acts may also apply).

We also comply with the NHS Code of Practice on Confidentiality and our staff have a requirement under their professional Code of Ethics to keep records about you confidential, secure and accurate.

All of our staff contracts of employment contain a requirement to keep patient information confidential.

Our guiding principle is that we hold your records in strict confidence.

Your right to view your health record

You have the right to ask for a copy of all health Improvement records about you.

There may be a charge to have a printed copy of the information held about you. Your request must be made in writing to the Head of Health Improvement at Charlton Athletic Community Trust. We are required to respond to your request within 40 days.

You will need to give adequate information in order for our staff to identify you (for example, full name, address and date of birth). You will be required to provide ID, for example a passport, full driving license or credit/debit card before any information is released to you.

If you think any information we hold on you is inaccurate or incorrect, please let us know.

