

## If you require a special edition of this leaflet

This leaflet is available in large print. Arrangements can also be made on request for it to be explained in your preferred language. Please contact the Patient Advice and Liaison Service (PALS) email: [rjah.pals.office@nhs.net](mailto:rjah.pals.office@nhs.net)

## Feedback

Tell us what you think of our patient information leaflet. Please send your comments to the Patient Advice and Liaison Service (PALS) email: [rjah.pals.office@nhs.net](mailto:rjah.pals.office@nhs.net)

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design by Medical Illustration

# Information for patients Information we hold about you and how we use it



## Governance



Scan the QR code to  
access the **digital version**  
of this leaflet

The Robert Jones and Agnes Hunt Orthopaedic Hospital NHS Foundation Trust (RJAH) is a leading orthopaedic centre of excellence. This leaflet explains how we collect, process, transfer and store your personal information and forms part of our accountability and transparency to you under the General Data Protection Regulations (GDPR) 2018.

Notes:

## How we will meet the principles of GDPR

We will process your information fairly and lawfully by:

a) Only using it if we have a lawful reason and when we do, we make sure you know how we intend to use it and tell you about your rights;

**We do not rely on consent to use your information as a 'legal basis for processing'. We rely on specific provisions under Article 6 and 9 of the GDPR such as;**

*'..a task carried out in the public interest or in the exercise of official authority vested in the controller.'* and

*'..medical diagnosis, the provision of health or social care or treatment or the management of health or social care systems..'*

**This means we can use your personal information to provide you with your care without seeking your consent. However, you do have the right to say 'No' to our use of your information but this could have an impact on our ability to provide you with care.**

b) Only collecting and using your information to provide you with your care and treatment and will not use it for anything else that is not considered law for this purpose;

c) Only using enough of your personal information that will be relevant and necessary for us to carry out various tasks within the delivery of your care;

d) Keeping information accurate and up to date when using it and if it is found to be wrong, we will make it right, where appropriate, as soon as we can;

e) Only keeping your information in a way that it will identify you for as long as we are legally required to in accordance with the Records Management Code of Practice for Health and Social Care 2016;

## How can I access the information you hold about me?

You have the right to see the information we hold about you, on paper or electronically.

Your request must be made in writing and we will ask for proof of identity before can disclose personal information. All applications for access to health records must be made in writing and sent to:

### Medico-legal clerk

Clinical Governance Department  
The Robert Jones and Agnes Hunt Orthopaedic Hospital NHS  
Foundation Trust  
Oswestry  
Shropshire  
SY10 7AG

### Other useful information:

The Trust is registered with the Information Commissioner's Office; registration number Z4918057

### Data Protection Officer

Shelley Ramtuhul – Trust Secretary  
The Robert Jones and Agnes Hunt Orthopaedic Hospital NHS  
Foundation Trust  
Oswestry, Shropshire  
SY10 7AG  
Tel: 01691 404000

### Information Commissioner's Office

Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF  
Tel: 0303 123 1113 (local rate) or 01625 545 745  
if you prefer to use a national rate number

f) Having secure processes in place to keep your personal information safe when it is being used, shared and when it is being stored, in accordance with Trust policies and procedures. The security controls adopted by the Trust are influenced by a number of sources including the National Data Guardian Standards and guidelines produced by NHS Digital and other Government standards.

## What information do we collect from you?

Health and social care professionals working with you – such as doctors, nurses, support workers, psychologists, occupational therapists, social workers and other staff involved in your care – keep records about your health and any care and treatment you receive. This may include:

- Basic details such as name, address, D.O.B, telephone number, NHS Number and mobile number and/or email address where you have provided it as a means of contacting you
- Your next of kin and their contact details
- Notes and reports about your physical or mental health and any treatment, care or support you need and receive
- Results of tests and diagnosis
- Relevant information from other professionals, relatives or those who care for you or know you well
- Contacts you have with us such as clinic visits or home visits
- Information on medicines, side effects or allergies
- Patient experience feedback and treatment outcomes you provide

## Why do we collect this information about you?

Your information is used to guide and record the care you receive and is vital in helping us to:

- Have all the information necessary for assessing your needs and for making decisions about your care
- Have details of our contact with you, such as referrals and appointments and can see the services you have received
- Can assess the quality of care we give you
- Can properly investigate if you or your family have a concern or a complaint about your healthcare

### **Text Message Reminder Service**

We offer a text message reminder service for outpatient appointments. This service is popular with patients, and reduces the number of costly missed appointments at our hospital. We will not send any sensitive information by text, and you can tell us if you don't want us to text you.

### **Patient Surveys**

To provide feedback on your experience to the Trust, you will be contacted by an NHS approved company. You can opt out of this process by informing your healthcare professional who will contact the appropriate department.

### **Who might we share your information with?**

Health and social care professionals – your information will be shared with the team who are caring for you and providing treatment for you.

The NHS and other agencies, including social services and private healthcare organisations work together so we may need to share your information about you with other professionals and services involved in your care. We do this in order to provide the most appropriate treatment and support for you and your carers, or when the welfare of other people is involved. We will only share your information in this way if we have your consent and it is considered necessary.

You have the right to refuse/withdraw your consent to information sharing at any time. Please discuss this with your relevant healthcare professional as this could have implications on how you receive further care, including delays in you receiving care.

We may also share information, subject to strict agreements on how it will be used, with the following organisations:

- NHS Trusts/Foundation Trusts
- GPs
- Clinical Commissioning Groups (CCG)
- Out of hours services (Shropdoc)
- Ambulance/Patient transport services
- Local authorities

NHS Digital, on behalf of NHS England assess the effectiveness of the care provided by publically funded services – we have to share information from your patient record such as referrals, assessment, diagnoses etc. and in some cases your answers to questionnaires on a regular basis to meet our NHS contract obligations.

You have a choice about whether you want your confidential patient information to be used in this way. If you are happy with this use of information you do not need to do anything. If you do choose to opt-out your confidential information will still be used to support your individual care.

To find out more or to register your choice to opt-out, please visit: [www.nhs.uk/your-nhs-data-matters](http://www.nhs.uk/your-nhs-data-matters)

### **Improving Health, Care and Services through Planning**

To help us monitor our performance, evaluate and develop the services we provide, it is necessary to review and share minimal information, for example with the NHS Clinical Commissioning Groups. The information we share would be anonymous so you cannot be identified and all access and use of this information is strictly controlled.

We carry out a programme of clinical audits. Access to your patient record for this purpose is monitored and only anonymous information is used in any reports that are shared internally within our Trust and with external audit centres.

### **Improving Health, Care and Services through Research**

The Trust actively promotes research with a view to improving future care. Researchers can improve how physical health can be treated and prevented.

If we use your patient information for research, we remove your name and all other personal data which would identify you. If we need the information in a form that would personally identify you, we would ask for your permission first.