



Information we keep about you A guide for patients



This guide explains what notes we keep about you and how we use them.

Information we need about you

Health and social care staff keep notes about you and your health and any care you get from the National Health Service (NHS).

When you contact Devon Doctors we keep notes about you to help us give you the right care.

We may keep notes about you if you contact us for other reasons like if you want to ask us a question or talk to us about a doctor.



We may need to get notes from other organisations to find out about a complaint or question.

Information we keep about you



When you contact Devon Doctors the notes we make about you are:

- your name
- your date of birth
- where you live and where you are calling from
- your telephone number
- your health problem
- the treatment and care you get from us
- voice recordings of the telephone calls you make to us and the telephone calls we make to you
- information we might get from other services like NHS 111



We cannot see all your notes from your own doctors' surgery. To help our staff understand your health needs when your surgery is closed your own doctor might give us a 'special note' about you like the type of medicines you take or what illnesses you have.

How we keep your notes confidential and safe



All healthcare staff must make sure your notes are kept confidential and safe. This means that your notes cannot be shared without a good reason.

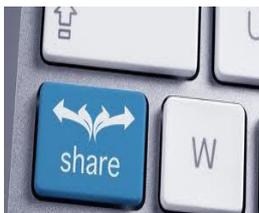
How we share your notes with other people is strictly controlled.

We will not pass on any notes about you to anyone else without your permission unless there are very good reasons like:

- we have to by law
- the health and safety of other people is at risk
- to make sure we give you the correct care

If we are asked for information about someone else we must have their permission before sharing that information.

When we share information about you with someone else they must also keep it confidential and safe.



We may need to share your information without your agreement. We will keep a note each time we do this.

How your notes are used



Your notes are used to help our staff give you the right care:

- if you have contacted us more than once your notes from calls made in the past are looked at again
- any 'special notes' given to us by your own doctor are looked at
- a note of your contact with us is sent to your own doctor the next day. This helps your doctor to continue looking after you
- your notes help us to check what care we gave you and to make sure it was as good as it can be
- your notes help us to investigate any complaints you may have about us
- if you are not taken to hospital by ambulance after one has been called for you we might share this information with other health care staff to help them continue with your care



Your notes also help us to:



- look after the health of the general public
- check financial accounts and services
- find out about complaints, legal claims and surprising events
- take part in health research and improvement
- teach and train our staff and to check that their work is right

Where notes are used for research or checking we remove information like your name and address to keep your notes confidential.

If you do not want us to use your notes in any of the ways described here please tell the doctor or nurse looking after you or contact us. You can see how to do this at the end of this guide.

We will listen to the reasons why you do not want us to share your notes and will respect your wishes if we can.



There are times when we need to share your notes without your agreement like when other people might come to harm or to stop a serious crime.

You might be getting care from other organisations like Social Services and we may need to share notes about you with them so

we can work together to help you.

We will only share your notes with other people if they have a proper need for them.

Information might not be shared if we believe it might cause harm or upset to you or another person.

How you can see your notes



You are allowed to know what information we have about you.

If you would like to see your notes you can write to us. Your letter or email must include your full name.

You might be asked to pay a small fee to get a copy of your notes.

To see the notes held by your own doctor please speak to your own surgery.



If you think any notes we keep about you are not right please telephone or write to us.

If you have any questions about how we use your notes please let us know.

You can write to us:



**Information Governance Manager
Devon Doctors
PO Box 524
Exeter EX1 9EE**

You can email us: ddooh.governance@nhs.net



You can fax us on our secure
number: **01392 824 749**



You can telephone us:
01392 822 340

For more information about Devon Doctors and how we use
your information please visit our website:

www.devondoctors.co.uk