



Frimley Health
NHS Foundation Trust

How we look after your information



Committed To Excellence

Working Together

Facing The Future

What information do we collect?

We collect information about you. This includes:



- Your name and address



- The person we should contact if anything happens to you



- The name of your local doctor



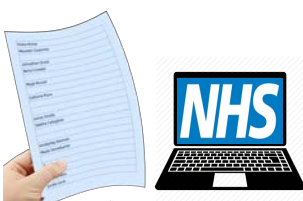
- Details of visits to the hospital



- Test results and x-rays



- Information from other NHS professionals who care for you



We may keep this information in writing or on a computer.

How the Trust uses your information

We will use your information when our staff:



- Look at your health needs and give you the care and treatment you need



- Refer you to a different health service



- Look after you while you are in hospital



- Check the quality of your care



- Investigate any problems with your care

How else could your information be used?

The Trust may use and share some of your information to help us:



- Look after the health of the general public



- Check that the NHS is giving a good service



- Give information to the government about our work



- Look into new ways of caring for people



- Make sure our services can meet patient needs in the future



- Teach and train healthcare professionals

Do we share information about you with anyone?



There are times when it is right for us to share information about you with other people and organisations.



We may share your information with:

- Local doctors (GPs)



- Health Authorities, NHS Trusts, NHS England



- The Government's Department of Health



- The local Council's Social Services and Education Services



- Private health and care companies with your consent



- Community organisations that provide care services with your consent



We will not give your information to other people without your permission unless:



- Someone's health or safety is at risk



- The law says we should



The law says that any other organisation that gets information from this Trust must keep it safe.

Your rights



The law says that everyone working for the NHS has to keep information about you safe and confidential.



You have the right to have your personal information kept safe and secure.



You have the right to be told about how your information is being used.



You have the right to ask for a copy of your medical records.



You have the right to ask that your personal information is only used for your own care and treatment.



You have the right to check that your information is correct and up to date.



If you think any information about you held by the Trust is wrong, you can contact the Data Quality team on:



Telephone: **01276 522 403** (Frimley)
or **01753 633 931** (Wexham)

Things we must do



Frimley Health NHS Foundation Trust must:

- Keep records of the care that we give to you



- Keep your records safe and secure



- Give you information in a way that you can understand



- Give you a copy of your records when you ask for them

Seeing your records



If you want a copy of your records you should:

Email: **fhft.request.records@nhs.net**



You will need to give us:

- Your name, address, date of birth
- 2 proofs of who you are: copies of your passport, driving licence, letter from your bank, bills



We will send you copies of your records by email.



If you are asking for someone else's information, you will need to give us a letter from them with copies of their proof of identity

For more information



If you need more information
please contact:

Website: **[www.fhft.nhs.uk/your-visit/
privacy-policy-how-we-use-your-
information/](http://www.fhft.nhs.uk/your-visit/privacy-policy-how-we-use-your-information/)**



Frimley Park Hospital

Portsmouth Road
Frimley
Surrey
GU16 7UJ



Telephone: **01276 604604**

Patient Advice and Liaison Service (PALS)



- Telephone: **01276 526530**
- Email:
fhft.palsfrimleypark@nhs.net



Heatherwood Hospital

London Road
Ascot
Berkshire
SL5 8AA



Telephone: **01753 633000**

Patient Advice and Liaison Service (PALS)



- Telephone: **01753 633365**
- Email:
fhft.palswexhampark@nhs.net



Wexham Park Hospital

Wexham
Slough
Berkshire
SL2 4HL



Telephone: **01753 633000**

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