

Southern Ultrasound's Care Record Guarantee.

As a provider of Ultrasound services on behalf of Frimley Health NHS Foundation Trust, we aim to provide you with the highest quality of healthcare. To do this, we must keep records about you, your health and the care we have provided to you or plan to provide to you. Such care records may be electronic, on paper or a mixture of both, and we use a combination of working practices and technology to keep this information secure.

This guarantee is our commitment that Southern Ultrasound and those providing care on our behalf will use records about you in ways that respect your rights and promote your health and wellbeing.

We use your records to:

- Provide a good basis for all health decisions made by you and in respect of you;
- Make sure your care is safe and effective;
- Work effectively with others providing you with care.
- Provide feedback to the NHS to allow them to monitor our performance

The law gives you the right to:

- Confidentiality under the common-law duty of confidentiality;
- Protection in the way information about you is handled under the Data Protection Act and Human Rights Act.
- Ask for a copy of all records about you held in paper or electronic form;

In line with relevant aspects of the NHS Care Record Guarantee, we make the following commitments to you:

1. When we receive a request from you in writing, we will normally give you access to everything we have recorded about you. However, since our records represent only a very small part of your health records, we would strongly recommend that applicants make a request to their NHS care provider for access to their full health records. Wherever possible, we will make your health records available to you free of charge. We will try to provide information in a format that is accessible to you (for example, in large type if you are partially sighted).
2. When we provide healthcare (ultrasound), we will share your record with the people initially requesting the care and may also share it with those checking the quality of care provided. Everyone looking at your record, whether on paper or computer, must keep the information confidential.
3. We will not share health information that identifies you to anyone other than the NHS for any reason other than providing your care, unless:
 - a. you ask us to do so;
 - b. we ask and you give us specific permission;
 - c. we are required to do so by law.

If we share information without your permission, we will make sure that we keep to the Data Protection Act, the NHS Confidentiality Code of Practice and other national guidelines on best practice. There is more information about existing guidelines at:

<https://www.gov.uk/government/organisations/department-of-health-and-social-care>

4. We will deal fairly and efficiently with your questions, concerns and complaints about how we use information about you. We have appointed an 'Information Governance Lead' and a 'Caldicott Supervisor' to spearhead our approach to information security, either of whom can answer questions, point you towards sources of advice and support, and advise on how to make a complaint. We have a clear and published complaints procedure and will endeavour to use what we learn from your concerns and complaints to improve our services.
5. We will take appropriate steps to make sure information about you is accurate. You will be given opportunities to check records about you and point out any mistakes. We will normally correct factual mistakes. If you are not happy with an opinion or comment that has been recorded, we will add your comments to the record. If you feel you are suffering distress or harm as a result of information currently held in your record, you can ask to have the information amended or deleted.
6. We will make sure, through contract terms and staff training, that everyone who works in or on behalf of the Southern Ultrasound understands their duty of confidentiality, what it means in practice and, how it applies to all parts of their work. All organisations providing care for the NHS or on their behalf must follow the same strict policies and controls. This is managed through the Department of Health's Information Governance Framework for Health and Social Care, with which Southern Ultrasound is registered, and through the individual standards which make up the Information Governance Toolkit.
7. We will take appropriate steps to make sure we hold records about you – both paper and electronic – securely and only make them available to people who have a right to see them. If we find that someone has deliberately accessed records about you without permission or good reason, we will tell you and take action. This can include disciplinary action, which could include ending a contract, firing an employee or informing the proper authorities to allow them to bring criminal charges.

How to complain

If you have any concerns about privacy and confidentiality; or want to know more about the arrangements that Southern Ultrasound have put in place to follow our commitments outlined above; you should contact our Information Governance Lead, Kevin Rendell, or Caldicott Supervisor, John Kerr, by telephone or email.

Just ask one of our staff for contact details.

If you are dissatisfied with any aspect of your care by Southern Ultrasound, including our approach to Information Governance, you can contact us by telephone on 07949 053377. We may be able to deal with your concerns there and then, or give you details of how to take the matter further.

If you wish to make a complaint, you can ask us for a copy of our Complaints Policy and Procedure or view it online.

If you remain dissatisfied, you may also make a complaint about us to the Care Quality Commission

Guarantee Reviewed: 26/09/18.

K Rendell.

Director & IG Lead

