

How we use your **health records**

BPAS information policy



Why we collect information about you

We aim to provide you with the highest quality healthcare. To do this, we keep records about you, your health, and the care we plan and give to you.

We record:

- Your address, date of birth and next of kin
- Details of our contact with you by telephone and in person
- Notes and reports about your health
- Details and records of your treatment and care
- Scans and laboratory tests results
- Information from the professionals providing your care

It is good practice for BPAS staff to:

- Discuss and agree with you what they will record about you
- Give you a copy of any letters they write about you
- Show you what has been recorded



How we keep your records

Everyone working for BPAS has a legal duty to keep information about you confidential.

We have a duty to:

- Maintain full and accurate records of the care given
- Keep your records secure and confidential
- Provide information in a format that is accessible to you

We will not share information that identifies you, unless:

- You ask us to do so
- We ask, and you agree that we can
- We must by law
- We have special permission for health or audit purposes
- We have special permission because the interests of the public are thought to be of greater importance than your confidentiality
- It is needed to deliver medical services to you

Some information is passed to the local NHS for statistical purposes and to allow them to pay for your treatment. We make sure that individual patients cannot be easily identified.

How your records are used

At BPAS, we use your records to:

- Provide a good basis for health decisions made by you and healthcare professionals
- Make sure your care is safe and effective
- Work with others to provide your care (if necessary)

Others may need information about you to:

- Check the quality of care provided
- Protect the health of the general public
- Keep track of NHS spending
- Manage sexual health services in your area
- Look into a concern or complaint about your healthcare
- Teach other staff and health workers
- Help with research

We use anonymised information wherever possible, but occasionally, personally identifiable information is essential for NHS purposes such as research and auditing. Personally identifiable information will only be used with your consent unless the law usually requires us to pass on this information.



Your rights

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

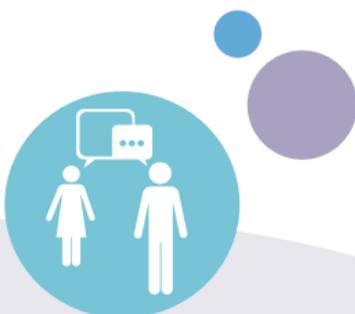
You can obtain a copy of your records, but may be charged a fee.

- Your request must be made in writing to:
BPAS Client Engagement Manager
British Pregnancy Advisory Service
20 Timothys Bridge Road
Stratford upon Avon
Warwickshire
CV37 9BF
- A charge of £40 is usually made to supply a printed copy of your information
- Please give your full name and address (at the time of treatment), date of birth and signature
- We must respond to you within 40 days
- You will be asked to provide suitable identification before your information is released to you

If you think your records are inaccurate or incorrect, please inform us as soon as possible.

Additional information on your rights is available from the Information Commissioner:

www.ico.org.uk



Partner organisations

We may share information with organisations, which help us provide or pay for your care. These may include:

- NHS - CCGs and Trusts (Hospitals)
- Referrers - GPs or family planning clinics
- Ambulance Services
- Other organisations working with us to provide BPAS services

We may be asked to share your information with:

- Social services
- Educational services
- Local Authorities
- Police

If your information is shared, it is usually done with your agreement and subject to strict rules about how it is shared and used.

Anyone receiving information from us has a legal duty to keep it confidential.

For further information, please contact:

Data Protection Officer
British Pregnancy Advisory Service
20 Timothys Bridge Road
Stratford upon Avon
Warwickshire CV37 9BF
Phone: 0345 365 5050
E-mail: dataprotection@bpas.org

www.bpas.org

Head Office: 20 Timothys Bridge Road, Stratford Enterprise Park,
Stratford-upon-Avon CV37 9BF.

T: 0345 365 50 50 or +44 1789 508 211

Registered Charity 289145 as British Pregnancy Advisory Service
BPAS is registered and regulated by the Care Quality Commission
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