

Sharing your Information



CRYSTAL PALACE
PHYSIO GROUP

Making People Better

Crystal Palace Physio Group and your doctor work together to help you. This includes sharing information about you to make sure the care you are given is the best, is right for you and meets your needs.

The Government has emphasised the importance of security and confidentiality in relation to personal information and has strengthened the legislation and guidance in this area, in particular through the Data Protection Act 1998.

You may see different people like doctors, care managers, nurses, psychologists and therapists as part of your care pathway. These people will need to keep certain types of notes and information about you.

This will include:

- Your Name and address
- When you have been seen
- Why you have been seen
- What sort of help or treatment you were given
- The results of any tests or assessments you have

It is important that each person you see knows about any health care or treatment you have already had, or are still having.

Sometimes it is important for us to talk to either your family or staff to help understand what is happening to you. Health and social care staff can only share the notes or information they have about you if they need to. Your notes or information will not be given to anyone else unless you agree to this, but sometimes we must give information to another person if the law says this must happen. The law says that when we share information with other organisations or other people, they must keep it confidential or private.

Notes or information about you are called your 'Health Records' or 'Case Notes'.

- You have the right to know what information is in your Health Record or Case Notes.
- You have the right to ask to see your Health Record or Case Notes.

Please speak with a member of the team if you need further explanation on what you need to do.

You have the right to have copies of the letters and information written about your healthcare.

You can choose:

- Yes, I do want to get copies of letters and information
- No, I do not want to get copies of letters and information about my healthcare

Sometimes if staff feel you are too unwell or may get upset we will NOT send you a copy. Your carer or family can also get copies of letters or information about your healthcare and this may help them to support you. You can say if you want this to happen.

Contact us now

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