

Can I see my health records?

The Data Protection Act 1988 gives you the right to see or have a copy of your health records. You do not need to give a reason but may be charged a fee.

If you want to access your health records you should write to the organisation where you are being, or have been, treated.

You should also be aware that in certain circumstances your right to see some details in your health records may be limited in your own interest or for other reasons.

What if I am not happy with anything recorded?

If you are not happy with anything written in your records you should speak to a member of staff providing your care.

If you would like to know more about how your information is used or if, for any reason, you do not wish to have your information used in any of the ways described in this leaflet please speak to the health professionals concerned with your care.

Equality and Diversity

The Practice has a legal and ethical obligation to ensure that all its services and supporting information is accessible to all. If you feel that a service or information discriminates against you on the grounds of your ethnic background, disability, gender, sexual orientation, age or religion then we need to know about it. In the first instance please contact the Practice Manager by telephoning 01253 853992

Contact Us

If you have any general queries or comments about your health information please contact the Information Governance and Knowledge Manager:

Cleveleys Group Practice
Cleveleys Health Centre
Kelso Avenue
Cleveleys. FY5 3LF
01253 853992

Comments, Compliments and Complaints

Those who provide your health care welcome feedback and it is helpful to know if things went wrong, went well or were particularly useful. If you need help with this please contact the Practice Manager

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Cleveleys Group Practice Your health information

How we protect and use it

Directorate of Quality, Standards and Effectiveness



Healthcare professionals, such as doctors, nurses and therapists, collect information about you. This leaflet explains why information is collected and the ways in which this information may be used.

What information is collected about me?

We collect personal information that identifies you, for example:

- your name
- address
- date of birth
- NHS number

This information can also be linked to information about care and treatment you have received, information about your health and lifestyle and the results of tests you have had.

What about confidentiality?

The NHS stores health records securely.

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

Whenever you talk to a health professional about your treatment and care, they will assume that you agree (consent) to information about you being recorded. We will only ever pass on information about you if others involved in your care have a genuine need for it or if we have your permission.

Sometimes information will be shared with people outside the NHS, for example, with a social worker, but only if you agree.

Usually we will not share your personal health information with relatives or carers without your permission.

Is personal health information ever given to anyone else?

Very occasionally we are required by law or by a court to pass on information without your permission in order to prevent harm or to allow the investigation of serious crime. For example, in cases of child abuse.

Is my personal health information used in any other way?

We also use your health information to:

- check that healthcare meets required national standards
- train and educate healthcare professionals
- plan and manage health services
- pay organisations for the care they provide
- investigate complaints
- look after the health of the general public
- monitor the way public money is spent

We only let people who really need to see your information have it.

Where we can, we don't use your name and address or any information that identifies you. We call this anonymised information.

Where it is not possible to use anonymised information, personally identifiable information may be used for essential NHS purposes including research and auditing services. This will only be done with your consent, unless the law requires information to be passed on to improve public health.

If anything to do with research involves you personally you will be asked if you wish to take part and sign a consent form.