



Information for Patients

PROTECTION AND USE OF INFORMATION ABOUT YOU

We ask for information so that you can receive proper care and treatment.

We keep this information together with details of your care because it may be needed if we see you again. Nearly all the information that we keep about you will be kept electronically. This information will only be accessed on a need-to-know basis i.e. if you have an appointment with us, make an enquiry or as a response to an onward referral from another health professional that you would have consulted previously and would be aware of. If we need to share information about you with other professionals that you have not been previously aware, we will always ask your permission first. If you do not wish to share the information this may lead to Chime SE being unable to provide you with the appropriate treatment or care.

We may use some of the information for other reasons; for example, to help us to protect the health of the public generally and to see the NHS runs efficiently, plans for the future, trains its staff and can account for its actions. Information may also be needed to help educate tomorrow's clinical staff and to carry out health research for the benefit of

everyone. Wherever we can, we will remove details that identify you.

Sometimes the law requires us to pass on information.

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

You may be receiving care from other people as well as the NHS. So that we can work together for your benefit we may need to share some information about you. We only ever use or pass on information about you if people have a genuine need for it and with your permission.

Anyone who receives information from us is under a legal duty to keep it confidential.

If you agree, your relatives and carers will be kept up to date with the progress of your treatment.

The main reasons for which your information may be needed are:

- Giving you healthcare and treatment
- Helping staff to review the care that they provide to make sure it is of the highest standard
- Looking after the health of the general public
- Training and educating staff
- Research approved by the Local Research Ethics Committee (if anything to do with the research will involve you personally, you will be contacted to see if you are willing to participate)

- Making sure that our services can meet patient needs in the future

You can access the information that Chime Social Enterprise CIC holds on you in paper or electronic form, under the Data protection Act 1998. A charge may be made for this service. If at any time you would like to know more about how we use your information, please speak to the person in charge of your care or write to:

Jonathan Parsons
Managing Director
Chime Social Enterprise
Audiology Department
Royal Devon & Exeter NHS Foundation Trust
Barrack Road
Exeter
EX2 5DW

If you would like to access your information under the Data Protection Act 1998 please write to the Operational Support Manager at the above address.