



North Staffordshire Combined Healthcare Trust

Children's Privacy Notice

This Children's Privacy Notice is a way of telling you about what happens to the information that your North Staffordshire Combined Healthcare NHS Trust (NSCHT) collects about you whenever you come to see us at one of our sites. It also tells you how we make sure your information it is kept safe.

What do we collect?

We collect information about you such as:

- Your Name
- Your birthday and the year you were born
- Your address and contact information
- The name of the person who will generally bring you to your appointments and who will help you to reach any important decisions about your care
- The reason that you are coming to see us
- Any information that you or your family gives us
- Any other people we may need to send you to see to make sure you have the best care possible (such as hospital doctors, specialists etc.)
- What we need to do to care for you, like a care plan.

Why do we collect it?

NSCHT's main purpose is to deliver healthcare to the people who need to use our services.

We collect the data to allow us to care for you in the best way. We ask for your address and contact telephone numbers so that we know where we can contact you. We ask for your date of birth as your age may be important to your care. Each time you come to see us we will write down things that you tell us, things that we tell you and any medicines we may need to give to you. That way, we can look back at what we have done for you to make sure we are treating you in the best way.



What do we do with it?

We keep the information we collect about you on paper records and also on electronic systems. All of this information together is called your Health Record. When you first see us your Health Record will include your NHS Number, a very special number that is created when you are a baby and stays with you for your whole life. Everyone's NHS Number will be different and no two numbers are the same. Anyone involved in caring for you will be able to see what has been collected. This way we can all make the right decisions about your care with all of the information you have given us.

Who do we share it with?

We will share the information we record about you with the doctors and specialists involved in your care. That way they are kept up to date on what we are doing for you. Your parents/guardians should get a copy of any letters we send to your doctor about your care. We might share it with your school if we think it is important for them to know. If you have a social worker, we will share it with them too. If you tell us something that makes us worried about your safety or the safety of someone else you know, we might have to share this with other people outside of the hospital - even if you don't want us to. This is part of our job to keep you and others safe.

We also need to share information with the Care Quality Commission who regulates healthcare providers. For more information click here on the link below:

<https://www.cqc.org.uk/about-us/our-policies/privacy-statement>

Keeping your records safe

Everyone working at NSCHT understands that they need to keep your information safe. This is called keeping your information confidential or protecting your privacy. All the staff have training every year to remind them of this and to make them realise just how important it is to look after your personal information. We tell them that they are only allowed to look at your information if they are involved in your care and not for any other reason, unless the law tell them that they can look at your information for another reason. They understand that they must keep any information safe, especially the information that identifies you; this might be your name or address, or even the reasons why you come and visit us. We are not allowed to give any of this type of information to anyone who shouldn't see it. This includes talking to them about it.



We sometimes might have Students who are at University or College and training to be doctors or nurses, and who want to work with patients like you in the future. We help to teach them how to look after patients and their families. They are also told how to keep information we collect safe and secure.

Checking we are doing our best

NSCHT has to be checked by organisations called “**regulators**” to carry out inspections to make sure we are treating and caring for patients and their families in the best way we can. The people who inspect us may ask to see a small number of Health Records. They check that notes are written clearly and are kept safe to ensure that we are recording and storing your information safely.

How long do we keep the information for?

All medical records recorded during the time you are seen by NSCHT must be kept for a set amount of time. If we have an incident or complaint, sometimes we need to use patient information to help us investigate incidents, complaints or legal claims. If this relates to you we will make sure we let you and your parents/guardians know or.

Am I able to see the information you collect about me?

Yes! As one of our patients you are able to see the records that relate to you and you only. You or your family will need to ask your doctor first though as there may be things that we would need to explain to you such as abbreviations or medical words.

Can I have a copy of my records?

Yes! Your parent/ guardian will need to write to us (they can email us) to tell us what they want to see - it may just be part of your record, for example, an x ray or a report. We will check they are who they say they are to make sure we are not sharing your information with anyone who shouldn't see it. If you have a good level of understating you can request to have copies of your own records.



To request a copy of your health records please use one of the following contact methods:

Post: Health Records Department, North Staffordshire Combined Healthcare NHS Trust,
Lawton House, Bellringer Close, Trentham, Stoke-on-Trent ST4 8HH

Tel: 0300 123 1535

Email: NSCHT.InformationGovernance@combined.nhs.uk

If I think some of my information is wrong can I do anything about it?

Yes! You, your parent or guardian needs to let us know by telling us what it is that you think is wrong. It could be something as simple as your name spelt incorrectly, you may have moved house and have a different address, or you may have changed your mobile number. It could be something else, but whatever it is please tell us. We will make sure we update your information as soon as possible so we have up to date records on you at all times.

If I'm unhappy with the way you've used some of my information can I do anything?

Yes! Let us know by contacting our Data Protection Officer, the person responsible for helping NSCHT to make sure we look after everybody's personal information properly.

The details of the Data Protection Officer are as follows:

Name: Mrs Liz Griffiths

E-mail: liz.griffiths@combined.nhs.uk

Tel: **0300 123 1535**

You can always contact the regulator, who are called The Information Commissioner's Office, whose details are as follows:

Post: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF

Tel: 01625 545745

Website contact: <https://ico.org.uk/>



We hope this notice tells you what you need to know about the information we collect about you.

If you want to know anything else, please contact the Data Protection Officer and we will make sure we listen you very carefully and look after your needs the best that we can.