



Cumbria, Northumberland,  
Tyne and Wear  
NHS Foundation Trust

# How to access your health records

Easy read



## What is this leaflet for?



Cumbria, Northumberland, Tyne and Wear NHS Foundation Trust supports people with learning disability and/or a mental health issue.



The Trust keeps health information on the people it supports to make sure that they get the best care possible.

## What is The Data Protection Act 2018?



There is a law called the Data Protection Act 2018 which says;

- What the rules are for looking after and sharing information about you
- What your rights are including your rights to see information that is kept about you



We make sure that we follow these rules to keep your information safe.

## What is a health record?



A health record means all the different information we keep about your physical and mental health.



This can include letters, assessments you have and any treatments you receive.

## Asking to look at your information



We keep information about the support and treatment you receive private.



You have the right to see your own information.

Our trained staff can support you with this.



We will try to get all of the information you want to see to you within one month.

## Information in your records that you may not be able to see



You may not be allowed to see information that could cause you any harm.



You may not be able to see some of your health records if it shares private information about somebody else.



The Trust does not have to tell you that it has not shared information with you if it could be harmful to you or someone else.

## What are my individual rights?



The right to be told about how information kept about you is used.



The right to see your personal information.



The right to have information about you that is correct. If it is not correct, then it should be changed.



The right to ask for information that is no longer needed to be destroyed. Sometimes this is called the right to be forgotten.



The right to have a say in how your information is used and shared with other people and organisations.

## Making sure you get your rights



If you want to make sure your rights are being followed you should firstly speak to a member of the health team that is caring for you.



You, or somebody who speaks up for you can also fill in a form telling the trust what you want to know or to happen with your information.



A team called the Disclosures Team will contact you to talk about what you want to happen with your information. If you want, they can talk to somebody who can speak up for you.

## Useful contacts

### Cumbria, Northumberland, Tyne and Wear NHS Foundation Trust



#### Disclosures Team

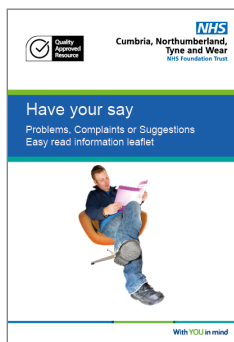
Information Governance and Medico  
Legal Department  
St Nicholas Hospital, Jubilee Road,  
Gosforth, Newcastle, NE3 3XT  
Tel: 0191 246 6896  
Email: [Disclosures@cntw.nhs.uk](mailto:Disclosures@cntw.nhs.uk)



#### Data Protection Officer

Information Governance and Medico  
Legal Department  
St Nicholas Hospital, Jubilee Road,  
Gosforth, Newcastle, NE3 3XT  
Email: [DPO@cntw.nhs.uk](mailto:DPO@cntw.nhs.uk)

## Problems, complaints or suggestions



Cumbria, Northumberland, Tyne and Wear NHS Foundation Trust has a complaints policy. This leaflet is about how to make a complaint or suggestion.

If you think that we could improve our service or if you have an idea please let a nurse know.

**Easy Read version made  
by Skills for People**



Further information about the content, reference sources or production of this leaflet can be obtained from the Patient Information Centre. If you would like to tell us what you think about this leaflet please get in touch.

This information can be made available in a range of formats on request (eg Braille, audio, larger print, BSL or other languages). Please contact the Patient Information Centre Tel: 0191 246 7288

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