

## **Information Governance A Service User's Guide**

### **What does Magpas Air Ambulance do with personal information?**

When Magpas Doctors and Paramedics treat a patient they do so under professional codes of conduct. Information is recorded as part of a health record which is securely stored and only shared with those people that need to know that information, for example the hospital that you are admitted to.

This page provides you with information about how we use and manage the information we have about you, including how we share it with NHS and non-NHS organisations, and how we maintain confidentiality.

### **What is personal data?**

Personal data is information that relates to a living individual who can be identified from that data.

### **Why we collect information about you**

Magpas keeps records about the health care and treatment you receive as one of our patients. This helps to ensure that you receive the best possible care from us.

### **It helps you because:**

Accurate and up-to-date information assists us in providing you with the right care. Full information is readily available if you see another healthcare professional or are referred to a specialist or another part of the NHS.

### **It helps the NHS to:**

- Prepare statistics on NHS performance
- Audit NHS Services
- Monitor how we spend public money
- Plan and manage the health service
- Teach and train healthcare professionals
- Conduct health research and development

Organisations that process personal data must register as a 'data controller', and notify the Information Commissioner (ICO) why they need to process the data.

Magpas is the data controller of personal information collected to help us provide and manage healthcare to our patients.

Full details of all the purposes to which data may be put are listed at the ICO website (<http://www.ico.gov.uk/>). Magpas is registered with the Information Commissioner. Our registration number is **Z1006077**.

### **What kind of information do we hold about you?**

- Name, address, date of birth
- Contacts we have had with you
- Details of diagnosis and treatment
- Allergies and health conditions

### **How do we keep your records confidential?**

We subject ourselves to the Common Law Duty of Confidence. Information provided in confidence will only be used for the purposes advised and consented to by the patient, unless there are other circumstances covered by the law. Records are stored securely in line with NHS practice and General Data Protection Regulations, GDPR.

Under the NHS Confidentiality Code of Conduct, all our staff are also required to protect your information, inform you of how your information will be used, and allow you to decide if and how your information can be shared. This will be noted in your records.

Magpas shares data with a range of organisations. Wherever possible the information is anonymised. However, data may be shared with other organisations for the purposes of caring for a patient. In that case the data has to be identifiable to ensure that all parties are always clear exactly whose data is being used.

We may share your information for health purposes with other NHS organisations, e.g. other NHS Trusts, general practitioners (GPs), ambulance services etc.

### **Information sharing with non-NHS organisations**

For your benefit, we may also need to share information from your health records with non-NHS organisations, from which you are also receiving care, such as social services or private healthcare organisations. However, we will not disclose any health information to third parties without your explicit consent, unless there are exceptional circumstances, such as when the health or safety of others is at risk or where the law requires it.

We may also be asked to share basic information about you, such as your name and address, which does not include sensitive information from your health records. Generally, we would do this to assist them to carry out their statutory duties. In these circumstances, where it is not practical to obtain your explicit consent, we are informing you through this notice, which is referred to as a Fair Processing Notice, under GDPR.

These non-NHS organisations may include, but are not restricted to: social services, education services, local authorities, the Police, voluntary sector providers and private sector providers.

### **Your right to withdraw consent for us to share your personal information**

You have the right to refuse / withdraw consent to information sharing at any time. The possible consequences will be fully explained to you and could include delays in receiving care.

If you require further information about how patient information is used, or your wish to flag up any concerns regarding this matter, please contact:

Rachel Carter  
Clinical Governance Co-ordinator  
01480 455004  
Email: [magpas.prfs@nhs.net](mailto:magpas.prfs@nhs.net)