

## **Information Sharing Leaflet**

### **Information Management and Governance**

**This leaflet has been designed to give you important information and to answer some common queries that you may have**

### **Introduction**

This leaflet tells you about your rights if we need to share personal information about you with health and social care and other organisations.

### **Your personal information**

We need to collect and record information about you in order to provide the right kind of services to meet your needs.

It may be necessary for other health and social care organisations to provide some of these services.

We may need to share information about you with these organisations so that services can be provided and well-co-ordinated.

### **Why do we need to collect information about you?**

In order to provide the right kind of services for you we have to find out first of all what your needs are. To do this we need to collect information about you including some personal details. This will be done in discussion with you either in person at the clinic or by your GP before you get to the Clinic

### **What will we do with the information you provide?**

The information you agree to provide for us may be written down and kept in a file and may be entered and stored on a secure computer. You are entitled to see what information is kept about you. We will hold any personal information you provide in confidence. We may need to share some or all of this information with other health or social care organisations. If we need to do this, we will follow strict rules as provided in the Data Protection Act 2018 and General Data Protection Regulation.

### **What rules will we follow for sharing information?**

When Global Diagnostics are deciding whether to enter into an arrangement to share your personal data we will identify the objective that it is meant to achieve. We will consider the potential benefits and risks, either to individuals or society, of sharing the data. We will also assess the likely results of not sharing the data. We will ask ourselves:

- **What is the sharing meant to achieve?** We will have a clear objective and we will document this.
- **What information needs to be shared?** We will only share the information needed to achieve our objectives.
- **Who requires access to the shared personal data?** We employ the 'need to know' principles, meaning that other organisations should only have access to your

data if they need it.

- **When should it be shared?** We will set out whether the sharing should be an on-going, routine process or whether it should only take place in response to particular events.
- **How should it be shared?** We will address the security surrounding the transmission or accessing of the data and we have common rules for its security.
- **How can we check the sharing is achieving its objectives?** We will judge whether it is still appropriate and confirm that the safeguards still match the risks.
- **What risk does the data sharing pose?** We will ensure that no individual is likely to be damaged by it? We will ask if any individual is likely to object?
- **Could the objective be achieved without sharing the data or by anonymising it?** Global Diagnostics will ensure that only data to achieve the objective will be used.

### **How will you record my permission to share personal information about me?**

If we receive a request to share information about you an authorised member of staff will check the details on your consent form before any information is released. Information will only be shared on the basis of the rules described above.

### **What happens if I don't give permission to share information?**

You have the right to withhold permission for use of personal information about you with another organisation. If you do withhold permission this may affect the provision of services to you by that organisation or by us.

### **Concerns and Queries**

If you have any concerns / queries about any of the services offered by Global Diagnostics, in the first instance, please speak to the person providing your care.

Alternatively you can email: [feedback@globaldiagnostics.co.uk](mailto:feedback@globaldiagnostics.co.uk)

### **Confidentiality**

Information on our patients is collected in a variety of ways and for a number of reasons (e.g. providing care and treatment, managing scans etc.).

Everyone working for Global Diagnostics has a legal duty to keep information about you confidential. Information will only ever be shared with people who have a genuine need for it (e.g. your GP or other professionals from whom you have been receiving care) or if the law requires it.

Please be assured however that anyone who receives information from us is also under a legal duty to keep it confidential.

### **Zero Tolerance - Violent, Threatening and Abusive Behaviour**

Global Diagnostics and its staff are committed to providing high quality care to patients within the Clinics. However, we wish to advise all patients / visitors that the following inappropriate behaviour will not be tolerated:

- Swearing
- Threatening / abusive behaviour
- Verbal / physical abuse

Global Diagnostics reserves the right to withdraw from treating patients whom are threatening / abusive / violent and ensuring the removal of those persons from the premises.

All acts of criminal violence and aggression will be notified to the Police immediately.

### **Risk Management Strategy**

Global Diagnostics welcomes comments and suggestions from patients and visitors that could help to reduce risk.

Perhaps you have experienced something whilst in a Clinic, whilst attending as an outpatient or as a visitor and you felt at risk.

Please tell a member of staff in the department you are attending/visiting or email us at [feedback@globaldiagnostics.co.uk](mailto:feedback@globaldiagnostics.co.uk)

### **Moving & Handling**

Global Diagnostics operates a Minimal Lifting Policy, which in essence means patients are only ever lifted by clinical staff in an emergency situation.

Patients are always encouraged to help themselves as much as possible when mobilising, and if unable to do so, equipment may be used to assist in their safe transfer.

If you have any questions regarding moving and handling please speak to a member of staff in the department you are visiting.