



**Community Children's  
Health Partnership**

**Your Information  
What You Need to Know**

## Introduction

We are the Community Children's Health Partnership (CCHP) and we consist of a number of partner organisations:

- Sirona care & health CIC
- Bristol Community Health CIC
- Avon and Wiltshire Mental Health Partnership NHS Trust
- University Hospital Bristol
- Off the Record
- Barnardo's

Our purpose is to provide child healthcare and child and adolescent mental health services across Bristol and South Gloucestershire. To do this we must keep records about you, your health and the care we have provided, or plan to provide to you in the future.

## What information do we collect about you?

We are likely to hold the following information about you:

- your name
- address (including letters sent to you)
- telephone numbers
- date of birth
- emergency or next of kin contacts
- GP details
- test results and care/treatment plans
- other records relevant to your care and treatment

## Why do we collect this information?

It is important for us to have a complete picture of you and your health. Having this helps us to deliver appropriate treatment and care in the future should you need it.

Your records are then available if you need to see another health or social care professional, or if you are referred to a specialist or another organisation.

### **The personal information we collect about you may also be used to:**

- remind you about any appointments and send you relevant information
- review the care we provide
- help to train and educate staff
- report and investigate complaints, claims and unexpected incidents
- report events to the appropriate authorities when we are required to do so by law

## **How do we keep your personal information secure?**

We have a legal duty to maintain confidentiality and take our duty to protect your information seriously. All of our staff receive training and are aware of their responsibilities in relation to keeping your information secure.

We use an electronic patient record system called EMIS which is used by a number of other care organisations, such as GP Practices. If required, we can share your information to support the care you receive.

The electronic records we keep may be accessed through secure PCs, laptops and other mobile devices. We may also keep paper records which are stored securely.

## **How long do we keep your information?**

We only keep your information for as long as necessary. This depends on the services you have accessed in the past and whether the care you need is required on an on-going basis.

## Your rights under data protection law

Data protection law provides you with the following rights:

- to be told when we hold or use personal information about you
- to access a copy of the personal information we hold about you (see back page)
- to ask us to correct any inaccurate or incomplete personal information we hold about you
- to ask for your personal information to be permanently deleted
- to limit the way that we use personal information about you
- to object to us holding personal information about you
- to know about any automated decision making and profiling

## Your choices

You can choose to share, or not to share your record with other NHS care services. If you choose to share your record, your clinical details will only be made available to the teams that are providing a service to you.

If you choose not to share your records, we will respect your wishes and do our best to make your care safe and efficient. However, denying access to your clinical details could compromise your care and your health. If you require further information, please ask the member of staff providing your care.

You can ask for part of your record to be made private and an auditable record of who has accessed your information is kept.

## Connecting Care

Connecting Care is a digital care record system for sharing information in Bristol, North Somerset and South Gloucestershire. It allows the professionals involved in your care to have instant, secure access to your health and social care records, making your care safer and more efficient.

## **What information is shared?**

Health Professionals will only ask to see the information held about you if they feel it will improve the care they can provide.

You can change your mind about sharing your information at any time. If you choose not to share your record, it means other organisations such as your GP will not be able to see any information that is recorded.

## **How can you access personal information we hold about you?**

Under data protection law, you can request access to the information that is held about you. We will provide this information free of charge and within one month. If your request is particularly complex, we may need more time.

If this is the case, we will notify you within one month. Before sharing your information with you, we will need to check that it doesn't include any information related to other individuals and we may need to confirm your identity.

If you would like access to your information, please see the contact details on the back page of this leaflet.

## **If you live in South Gloucestershire:**

Post: Data Protection Officer, Sirona care & health,  
Kingswood Civic Centre (2nd Floor), High Street,  
Kingswood, South Gloucestershire, BS15 9TR

Email: [informationgovernance@sirona-cic.org.uk](mailto:informationgovernance@sirona-cic.org.uk)

Telephone: 0300 124 5403

## **If you live in Bristol:**

Post: Data Protection Officer, Bristol Community Health,  
5th Floor South Plaza, Marlborough Street,  
Bristol, BS1 3NX

Email: [briscohealth.dpo@nhs.net](mailto:briscohealth.dpo@nhs.net)

Telephone: 0117 4568 757

## **Find out more**

If you have concerns, speak to the person in charge of your care. For more detailed information on how we use and protect your information, you can read our privacy notice on our website ([www.cchp.nhs.uk](http://www.cchp.nhs.uk)).

## **For more information / Accessibility**

[howtobeheard@cchp.nhs.uk](mailto:howtobeheard@cchp.nhs.uk)

[www.cchp.nhs.uk](http://www.cchp.nhs.uk)

Date of creation: March 2019. Date of review: March 2021.

URN: 499

Registered Office: Sirona care & health CIC,  
2nd Floor, Kingswood Civic Centre  
High Street, Kingswood, Bristol BS15 9TR.  
Company Number: 07585003