**How we handle your information**

**Caring**

Your health record held by BEMS+ contains facts about your health that are relevant to the service you are accessing including:

* Dates of appointments
* Treatments and test results
* The professional opinions of BEMS+ staff caring for you.

They are used by staff to ensure they can offer you good care and treatment. Your records will only be used by staff treating you or administrative staff who may book your appointments.

**Sharing**

When you require care it is often the case that several organisations will be involved in providing it. To enable this to happen smoothly, information about you is shared between the staff caring for you. Providers of NHS services like BEMS+ work with partner agencies such as Social Services, Education, Housing and the voluntary sector. BEMS+ staff will always discuss with you, what information they are sharing and why. You can always ask if you have any concerns.

Sometimes it may be very important for your information to be shared in order to prevent you or someone else coming to harm. We only share information in such situations where we have either spoken to you, or where it is vital to do so quickly, we are unable to talk to you.

There are also laws that require providers of NHS Services to share information such as preventing harm to vulnerable adults and children and controlling infectious disease.

**Reassuring**

All BEMS+ staff receive training and regular updates about how to handle your information. They are all bound by a legal duty to keep information confidential.

Information about you stored on any media is subject to very strict security controls. Regular security audits of computer systems, and procedures to collect and store data take place to ensure everything is working well.

**How we use your information**

We keep information about you, such as your name and address, the treatments you receive and who saw you, both on paper and computer records. This enables:

* Caring, by monitoring the quality of care provided
* Sharing, to give you good care and treatment
* Working, to plan new services
* Reassuring, to check services are efficient and effective

**Keep us up to date**

It is important that we have up to date information about you. Out of date or wrong information could lead to mistakes being made with your care. If any of your circumstances change, please tell us. On occasion, we will ask you to confirm your details so we have up to date records. If you are unable to provide up to date details, we may ask people who accompany you, such as your relatives.

**You are entitled to see the information held in your health record. If you wish to see a copy, please ask the person in charge of your care, or write to the BEMS+ Office Manager, Midford House, St Martins Hospital, Midford Road, Bath. BA2 5RP.**