



## **Having information about you helps us to look after you better**

We want to make sure we look after you as well as possible. We write down what your needs are and how we help support you. We keep this information on computers and write it down on paper. This will help us support you in the future.

Sometimes other people working to support your healthcare might also use this information:

- to check that we are looking after you properly
- to make sure that everyone is as healthy as they can be
- to check how much money we are spending
- to make sure the health service is working properly
- if you are not happy with the way you are being looked after, they find out what has happened
- to teach doctors, nurses and social care workers
- to find out more about why people are unwell and how to make them better.

If this happens the information does not usually have people's names on it so we don't know who it belongs to.

CHCP CIC is checked every few years to make sure that we are looking after people's records carefully and that it is all recorded properly. If you don't want your records to be checked, please tell the person who looks after you.

People who work in health or in social care are not allowed to tell anyone about you and your care unless they need to know. We will only tell someone if:

- you say we can tell them
- the law says we have to tell someone
- we think that if we don't tell someone you might be hurt or someone else might be hurt
- someone has broken the law and we may need to tell the police.



It is very important that we have the right information about you. Please tell someone if anything has changed (for example, if you have moved house or got a new phone number).

You have the right to see the information we have about you.

You can phone us on 01482 347620

Or write to us: Customer Care Team, City Healthcare Partnership CIC, 5 Beacon Way, Brighton Street, Hull, HU3 4AE

If you would like to see your medical records please fill in the application form - [www.chcpcic.org.uk/pages/access-to-records](http://www.chcpcic.org.uk/pages/access-to-records)