



For all Manfred Sauer Care Service Users

Safeguarding Patient Information

As part of providing a professional, safe and efficient service and to complete the necessary tasks related to your requirements we need to keep records about you which may include:

- personal details about you, such as address, phone number, email and date of birth;
- records of appliances you have been prescribed by your doctor or another qualified prescriber;
- other details about your health and medical treatment, e.g. customisation details and referrals to other healthcare professionals

Information We Will Share

In order to deliver our service it is expected that your information will be shared with the following parties:

- Suppliers of Appliances you require – to order, customise or deliver your product
- Suppliers of Sample Appliances – to order, customise or deliver your product
- GP's – to organise your prescription and address any queries related to it
- Nurses & Clinical Staff – to clarify requirements and address clinical issues

The information held about you will not be shared for any other reason unless:

- you ask us to do so
- we ask you for specific permission, either verbal or written
- we are required or permitted by law, for example where public interest outweighs the need to keep the information confidential

Anyone who receives information from us also has a legal duty to keep this information confidential, subject to recognised exceptions of the types listed above.

Your Rights

You have the right to confidentiality under the Data Protection Act 1998, the Human Rights Act 1998 and the common law duty of confidence (the Disability Discrimination and the Race Relations Acts may also apply). We also comply with the NHS Code of Practice on Confidentiality and have a requirement under their code to keep records about you confidential, secure and accurate.

All of our staff contracts of employment contain a requirement to keep patient information confidential and all staff who can access your data have annual training in their responsibilities in this area. Only staff who have a reason to access your records are allowed access.

Our Security, Access and Confidentiality Policies are detailed in these matters.

Your right to view your health record

You have the right to ask for a copy of records about you. Your request must be made in writing to MSUK, and we are required to respond to your request within 40 days. You will need to give adequate information in order for staff to identify you (for example, full name, address and date of birth). You will be required to provide ID, for example a passport or full driving license before any information is released to you.

If you think any information we hold on you is inaccurate or incorrect, please let us know.

For further information please contact the Manfred Sauer Helpline on 01604 595 696.