

How We Use Your Information

District Nursing and Community Matrons

The District Nursing and Community Matrons Team at Bradford District Care Foundation Trust delivers a wide variety of physical care to adults within their homes across the Bradford and Airedale area. We pride ourselves on the care and support that we offer and it is our aim to help service users live well within their own homes while receiving the right support for their physical needs.

When you use our service, we will access your detailed NHS shared care record to ensure that the care that we provide is safe and effective. It is our public task as a health authority to keep a record of the care that we provide. We keep this information as part of a lifelong record to ensure that any clinical decisions are fully informed and to make sure that we are providing safe and affective care.

If we feel that you would benefit from the involvement of another service such as social services of the mental health team then we will discuss this with you before we share any of your information. If you need specialist equipment in your home we will share your name and address with the BACEs service who will deliver this to your home. We would not share your information with any other service without making you aware.

If you decide that you no longer wish to receive support from our service please contact us on 01274 251440 to discuss your concerns.

You have a right to obtain a copy of your healthcare records at any time. This is free of charge and the information will be provided to you within 30 days. You can do this by emailing dpa.requests@bdct.nhs.uk or write to: The Information Governance and Records Management team, New Mill, Victoria Road, Saltaire, West Yorkshire, BD18 3LD or phone **01274 363 629**. All healthcare records are stored by the Trust until 8 years after a patient's death.

The Bradford District Care Foundation Trust has a Data Protection Officer who is there to answer any concerns that you might have around how your information is being used or stored. If you have any questions please email Gaynor Toczek on dpo@bdct.nhs.uk or you can write to her at the address shown above. If you feel that your records contain any inaccuracies, please contact Gaynor to discuss your concerns.

If, for any reason, you are unhappy with our response you can contact the Information Commissioners Office for further guidance.

Call the helpline on 0303 123 1113 (local rate number) Or see the ICO website
<https://ico.org.uk>

Write to: The Information Commissioners Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AE.