

Last Review Date: June 2026

Next Review Date: June 2028

## Information held about you

### What information do we hold about you?

If you ask about or receive services from the NHS or Adult Social Care, you will give us information about yourself and your circumstances, for example, your name, address, date of birth, who referred you for assistance and why (for example your doctor), what your needs are, what services you receive, who is working with you. We need this information to help us make sure you are given the best possible advice, care, or support. This information will be held securely on paper or electronically (on the computer).

### Our Adult Social Care Privacy Notice tells you

### Who might we share this information with?

We may share the minimum amount of your information with the team dealing with your care, your doctor, a district nurse, health visitor, social worker, or our partner agencies, e.g. Ambulance services, out of hour's services. We will only do this if it is directly linked to your needs, or it is needed by the other organisation/person in order to help you or if it is felt to be in your best interests. We will usually ask your permission to share this information, but we may have a legal right or need to do this without your permission, for example, if it is shared to protect you or some else from harm. If you decide to withdraw consent to disclose particular confidential information that staff may consider to be essential to the provision of care, then this failure to disclose the information may compromise your care.

We may occasionally share anonymised data for research, audit, public health, and other purposes.

We follow strict guidelines when considering whether to share confidential information with a carer or family member, see [NHS - Looking after your data](#) . If you have any concerns or queries about how your information is used, please contact us on 01952 385385 option 2.

### Can I see the information that you hold about me?

You can apply to see the personal information we hold about you under the Data Protection Act 2018 using our Access to Records Policy. In line with the Data Protection Act 2018 there may be a reason why you cannot see some information, for example, information that:

- May lead to serious harm to you or another person;
- Is held to prevent or detect crime;
- Is about someone else, for example family member (unless permission has been given by that person);
- It was provided by other organisations (unless permission has been given by that organisation).
- NB this list is not exhaustive.

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## How can I apply to see information held about me?

You can complete the [Subject access request form](#) online or alternatively request an application form by calling 01952 382537. The application form asks for basic details in order to help us find your record – we can assist you with filling this in. You will be asked to sign the form and provide photographic proof of your identity, for example, passport, driving license – this is to be sure that we do not give your personal information to anyone who does not have a right to see it.

## Can other people apply to see information about me?

No one else is entitled to see information about you, unless you give your permission, or we are required and/or permitted to disclose it by law. You may authorise someone else to make an application on your behalf, but you will need to sign to agree to this.

## How long will it take once I have applied?

The Data Protection Act 2018 says that we should make the information available to you within 1 calendar month of receiving your request – we will usually do this. However, there are some circumstances, which may mean it takes us longer, for example, if:

- We need more information to identify you or to help us find the information you want to see;
- There is information from other organisations, we need to ask their permission before you can see it; and
- The request is complex, as we need to decide whether we are allowed to release it (see above about what information you cannot see). Complex requests can be extended by a further 2 calendar months

We will always tell you if there is a delay and why. We will release the fullest possible information we do have as soon as possible.

## How do I apply to access my mental health record?

Midlands Partnership NHS Foundation Trust has implemented a new online portal for all Subject Access Requests (access to health records) and Freedom of Information (FOI) requests. Due to the coronavirus pandemic, many of our staff are working from home, and do not have access to letters sent by post to our hospitals. We ask that all requests are [made through the Access Request Portal](#).

The portal is a secure and simple way to request and receive health records and FOI's. Full guidance and all available forms are available on the portal. If you need to make a request by post our address is:

Health Records Manager  
Records Department  
Trust Headquarters  
St. George's Hospital  
Corporation Street  
Stafford  
ST16 3SR

[www.telford.gov.uk/asc](http://www.telford.gov.uk/asc)



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Requests sent by post will be dealt with as soon as possible, but there may be delays.  
If you need to contact the team, please email [health.records@mpft.nhs.uk](mailto:health.records@mpft.nhs.uk) or telephone 01785 221104.

## What if I am refused access to my information?

You can appeal against a decision to refuse you access to your information by contacting the Information Governance Team on 01952 382537.

You can view the [Adult Social Care Privacy Notice](#) on Telford & Wrekin Councils website to understand what information we collect and how we process this information. To understand what is classed as personal information or to lodge a complaint about how your personal data has been processed, please visit the [Information Commissioners Office \(ICO\) website](#).



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Telephone  
interpretation

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