
Your information will also be used to help manage the service. This may include:

- reviewing the care given to Service Users to make sure it is of the highest possible standard;
- making sure services are planned to meet Service Users' needs in the future;
- investigating complaints, legal claims or important incidents;
- ensuring that money is used to pay for the services it provides;
- checking and reporting on how effective the service has been;
- making sure the service gives value for money.

Accessing your information

The Data Protection Act 1998 gives you the right to either look at or receive a copy of any records containing your personal information (whether on computer or written). You should note that a charge will usually apply (up to a maximum of £50 if the request is for a copy health record).

Once your request has been checked you will be told of any charges which may apply.

Your information will be provided to you within 40 calendar days, after your fee has been received.

Under the law there may be some rare circumstances when the information you have requested can not be provided to you.

If you wish to access your information held by one of the organisations involved with the Single Point of Access service please send the request directly to:

**Denbighshire Single
Point of Access
64 Brighton Road
Rhyl
Denbighshire
LL18 3HN**

If you have any concerns about the way your information is used by any of the organisations involved in the Denbighshire Single Point of Access service you should discuss these with the person responsible for your care.

If you are still not happy with the way we have collected, used or shared your information then you have a right to complain by writing to the address above.



Single Point of Access Integrated Health and Social Care Service “First Contact, Right Response”

How your information may be used



Single Point of Access Service

The Denbighshire Single Point of Access is an integrated health and social care service based in Rhyl.

The service aims to maximise the effectiveness of local arrangements and resources by responding appropriately to the needs of Denbighshire citizens.

The Single Point of Access service will support citizens in Denbighshire to maintain and promote their safety, independence and wellbeing by providing access to quality information and advice tailored to their individual needs/situation and, where appropriate, access to health, social care services in the community.

To do this it will need to facilitate closer working relationships between GP's, Hospitals, Local Authority services and Voluntary organisations.

Therefore as part of the Single Point of Access Service, it maybe that you require services from a number of different organisations e.g. health, social services, voluntary organisations, etc.

If so, there may be a need to share some information about you so that everyone involved in your care can work together for your benefit.

How your information may be used

Information about you will only be used or passed on to others involved with your care, if they need it.

Whenever your information is used for your care, it will be handled in the strictest confidence. Organisations involved with the Single Point of Access service will:

- Not normally disclose your personal information without your consent, unless it is in your best interests or required by law;
- ensure that only the minimum amount of information needed will be passed on;
- ensure that anyone receiving information about you is under an obligation to keep it confidential and to only use the information for the specified purpose;
- ensure that information sharing agreements between organisations will control the way your information is shared;
- have secure systems in place to help prevent unauthorised access to patient information held on its computers.

If you ask us not to share information about you with another person or organisation we will respect your wishes unless there are exceptional circumstances.

Not sharing some information may

mean that we have to alter the level of care or service we provide to you but this will be explained. The final decision will normally rest with you.

There are exceptional circumstances where information about you will be shared even if you do not give us permission to do so. These are where information is shared for legal reasons or in the public interest, this includes:

- Where it is required by law, for example the notification of births, deaths and some infectious diseases;
 - Where a court order has been issued requesting the information;
 - Where there is a serious risk of harm to you or other individuals;
 - Where a child is believed to be at risk of harm (Children Act 1989);
 - Where information is required for the prevention, detection or prosecution of a serious crime;
 - Where information you have supplied to us is about a serious crime that has been committed, such as murder, manslaughter, rape, treason or kidnapping (Police and Criminal Evidence Act 1984);
 - Where information you have supplied to us is about suspected terrorism (Anti-terrorism, Crime and Security Act 2001 and Terrorism Act 2000);
 - Where the disclosure is necessary in any legal proceedings.
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