

Breastfeeding Network – our guarantee about client records

Our commitments to you:

1. In areas where we run peer support programmes we may record notes describing the information and support we have given to you.

If we receive a written request from you, wherever possible, we will make your records available to you free of charge.

We will provide information in a format that is accessible to you (for example, in large type if you are partially sighted).

2. Everyone with access to your record, whether on paper or computer, must keep the information confidential.

We will aim to share only as much information as people need to know to play their part in supporting you.

3. We will not share health information that identifies you (particularly with government agencies) for any reason other than providing breastfeeding support, unless:

- you ask us to do so;
- we ask and you give us specific permission;
- we have to do this by law;
- we have special permission for health or research purposes; or
- we have special permission because the public good is thought to be of greater importance than your confidentiality.

To find your nearest Breastfeeding Supporter call the **Supporterline 0300 100 0210**

Calls provided by BT will be charged at 5 pence per minute. A call set-up fee of 3 pence per call applies to calls from BT residential lines. Mobile and other providers' charges may vary.

Any information shared must comply with the Data Protection Act 1998, the NHS confidentiality code of practice and other national guidelines on best practice. There is more information about existing guidelines at:

www.dh.gov.uk/en/Managingyourorganisation/Informationpolicy/

Patientconfidentialityandcaldicottguardians/index.htm

Special permission may also be given when the public good is thought to be of greater importance than your confidentiality. This is very rare, but some situations where this might happen include:

- when a serious crime has been committed;
- when there are serious risks to the public or BfN volunteers or staff; or
- to protect children.

Other than in the most exceptional circumstances, this permission is given by the senior person in charge of protecting your privacy in each health or care organisation. (Often this person will be called the Caldicott Guardian.)

5. We will deal fairly and efficiently with your questions, concerns and complaints about how we use information about you. We have a Compliments & Complaints panel to answer questions, point people towards sources of advice and support, and advise on how to make a complaint. We will have a clear complaints procedure. We will use what we learn from your concerns and complaints to improve services.

6. We will take appropriate steps to make sure information about you is accurate. You will be given opportunities to check records about you and point out any mistakes. We will normally correct factual mistakes. If you are not happy with an opinion or comment that has been recorded, we will add your comments to the record. If you feel you are suffering distress or harm as a result of information currently held in your record, you can apply to have the information amended or deleted.

7. We will make sure, through contract terms and staff training, that everyone who works in or on behalf of the Breastfeeding Network understands their duty of confidentiality, what it means in practice and how it applies to all parts of their work. As an organisation under contract to the NHS we must follow the same policies and use the same controls as the NHS does. We will enforce this duty at all times.

8. We will take appropriate steps to make sure we hold records about you – both paper and electronic – securely and only make them available to people who have a right to see them.

9. We will keep a record of everyone who accesses the electronic information the Breastfeeding Network holds about your care. You will be able to ask for a list of everyone who has accessed records that identify you, and when they did so.

There may be times when someone will need to look at information about you without having been given permission to do so beforehand. This may be justifiable, for example, if you need emergency care. We will tell you if the action cannot be justified.

10. If we find that someone has deliberately accessed records about you without permission or good reason, we will take action. This can include disciplinary action, ending a contract, firing an employee or bringing criminal charges. We will tell you if this happens.

Our commitment to you is based on the NHS Care Record Guarantee at the link below.

<http://www.nigb.nhs.uk/guarantee/2009-nhs-crg.pdf>

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