

## **YOUR DATA PROTECTION RIGHTS**

The Data Protection Act gives you the **right to know** how we use your personal health information.

Whilst this leaflet provides a short description of your rights, each division of our service has a Data Protection Officer who will be happy to answer any questions you may have. Divisional contact numbers are printed on back of this leaflet.

You also have the **right to object** to us making use of your information. You can ask us to change or restrict the way we use the information, and we are obliged to agree if it is possible to do so. Data Protection Officers will be happy to discuss this with you.

The act also gives you the **right of access** to personal information on yourself that we hold either in writing or on computer.

If you wish to see or get a copy of the information, you should contact our service and we will make the appropriate arrangements. Should you think any of the information in the record is inaccurate or incorrect, you can ask to have the record amended by contacting Mr Mike Allen at our National Headquarters on;

0131 446 7000 or by contacting one of our 6 divisional headquarters.

## **SERVICE PROFILE**

The Scottish Ambulance Service is our National Ambulance Service providing;

Accident & Emergency Services  
Non Emergency Services  
Air Ambulance Services

To provide this service on a 24 hours per day, 7 days per week basis, we employ over 3000 staff.

## **CONTACT DETAILS**

To contact your local Data Protection Officer please use the following telephone number:

North East Division ( Aberdeen HQ )  
01224 812200

North & West Division ( Inverness HQ )  
01463 732000

West Central Division ( Dundee HQ )  
01382 882400

East Central Division ( Glasgow HQ )  
0141 353 6001

South East Division ( Edinburgh HQ )  
0131 446 2600

South West Division ( Ayr HQ )  
01292 284101

**The Scottish Ambulance Service**

**“treating people well”**

**Scottish Ambulance Service**

## **Protecting Personal Health Information**



## **“A Guide For Patients”**

The Data Protection Act was introduced in March 2000.

This brochure explains your rights under the act, and how the Scottish Ambulance Service use personal health information.

### How We Use / Gather Information

The following are some examples of how personal health information is gathered and used by our service.

- All calls to our Emergency Medical Dispatch Centre are recorded and electronically stored.
- Details of transport requests are recorded in our Planning Centres.
- Our crews record patient conditions on Patient Report Forms.
- Details from Patient Report Forms may be used to audit areas such as Clinical Performance and Complaints.
- Patient Report Forms are a legal record of your treatment and can be requested either by the police or the Procurator Fiscal as legal evidence.

### How the NHS Uses Information

The NHS uses information from patients for a wide range of purposes. Using information in this way is extremely valuable and can improve healthcare for everybody. The NHS in general may use information to;

- Protect the health of the general public
- Check that services are run efficiently
- Plan health services for the future
- Train their staff
- Carry out medical research

### Ensuring Confidentiality

When patient information is used by the Scottish Ambulance Service, we usually make it anonymous, however it is sometimes necessary to use information which identifies the patient.

To ensure that patient information is treated appropriately, we, like all other NHS bodies have appointed a person to oversee the use of information, and ensure your right to confidentiality.

This post is called Caldicott Guardian. Our Caldicott Guardian can be contacted at the address shown below.

Mr Andrew Marsden  
Consultant Medical Director  
Scottish Ambulance Service  
National Headquarters  
Tipperlinn Road  
EDINBURGH  
EH10 5UU

Tel: 0131 446 7000