

How to obtain your personal information or request further details about the use of your information

The Data Protection Act 1998 allows you to find out what information about you is held by Yorkshire Ambulance Service NHS Trust. This is known as the “right of subject access”.

If you want to make a subject access request for personal data held in respect of any services provided by the Trust you should make a written request to:

✉ Legal Services Department
Yorkshire Ambulance Service NHS Trust
Headquarters
Springhill 2
Brindley Way
Wakefield 41 Business Park
Wakefield
WF2 0XQ

☎ Tel: 01924 584032

✉ Email: subjectaccessrequests@yas.nhs.uk

Please note that all 999 calls, calls to the urgent (non-emergency) medical help and advice line (NHS 111) and calls for non-emergency bookings are recorded for the purposes of patient care, staff training, quality and audit purposes and untoward incidents.

If you would prefer this document in another format, such as another language, large print, Braille or audio file, please contact our Corporate Communications department at Trust Headquarters to discuss your requirements



How we use your personal information

Your Information

This leaflet provides a summary of why Yorkshire Ambulance Service NHS Trust needs to collect your personal information, how it may be used and your rights. Further information can be found on our public website www.yas.nhs.uk

What type of information will we record about you?

We log details electronically when we receive a 999 call for help in an emergency, a call for urgent (non-emergency) medical help and advice through our NHS 111 service or a booking for the patient transport service that we operate.

If one of our ambulance crews attends you, or you are transferred between hospitals by our service, we will collect information about you to help us identify and treat you.

To provide you with a service, we will record details about where you live, where we will be taking you and some details about your circumstances for administration purposes. We will also record information about your condition and the treatment we have provided.

To provide you with urgent (non-emergency) medical help and advice through our NHS 111 service, we will collect information about you to help us identify you and provide you with appropriate help and advice. We will record information about your condition and the advice we have provided. This information will be recorded on a computer system.

What happens to your clinical records?

If an ambulance takes you to hospital, we will give the hospital staff a copy of the patient clinical record so that they have details of your condition and the treatment we have provided. We retain the master copy and store this electronically on a computer system.

If you ring our urgent (non-emergency) medical help and advice line (NHS 111) we may need to share some health information about you with your GP and additionally with other health or social care providers in order to provide you with appropriate care.



If you do not wish information about you to be shared we will give you the opportunity to say so, however this may impact on the services and support that can be provided to you.

The health and social care professionals involved in your treatment or care may ask us for information about your use of our services or the treatment you received. We will be careful about sharing information in these circumstances and will only do so once we are satisfied that they need this information in order to provide care to you.

How else is information about you used?

We use relevant information about you to help improve NHS services and the health of the public. Your information may be used to:

- Help staff review the care and advice they provide to ensure it is of the highest standard
- Teach and train staff
- Protect the health of the public
- Provide statistics, performance and planning information
- Find out how many people have a particular illness or disease
- Carry out health research and development
- Investigate complaints, legal claims or untoward incidents.

Wherever possible the information will be anonymised. If we have a requirement to use information that does identify you we will explain how and why your information will be used and obtain your permission.

Sometimes the law allows the NHS to share your personal health information without your permission, for example, to investigate a serious crime or to protect a child.

How do you know your records will be kept confidential?

All NHS organisations have a legal duty of confidence to their patients and the Data Protection Act 1998 further defines how we can collect and handle personal information. All NHS organisations are required to appoint a Caldicott Guardian to ensure patient information is handled in accordance with legal and NHS regulations.

