

If you need to complain

If you feel there has been a breach of your confidentiality, you may raise the matter in the first instance with the Podiatrist. However, if you do not feel able to do so, or your complaint is against the Podiatrist then you may complain to the Society of Chiropodists & Podiatrists at 1 Fellmongers Path, Tower Bridge Road, London, SE1 3LY.

More information

For more information on Patient Confidentiality please see the following websites:

Society of Chiropodists & Podiatrists

www.feetforlife.org

Health Care Professions Council

www.hcpc-org.uk



All of our Podiatrists (Chiropodists) are educated to degree standard (or equivalent), are registered with the Health Professions Council and are full members of the Society of Chiropodists and Podiatrists

Please telephone us to make an appointment:

Harpenden	01582 467667
Hertford	01992 505105
St. Albans	01727 865343
Stoke Newington	0207 275 0382

www.headandshort.co.uk/podiatry

Head Office:

Head & Short Footwear & Podiatry
14 High Street, St. Albans, **Error! Reference source not found..** AL3 4EL

Patient confidentiality



Head & Short
PODIATRISTS LTD

Our pledge of confidentiality

You have a right to expect that information that you supply or details of your treatment is held in confidence.



Only the persons involved in the provision of your care, that is your Podiatrist and other members of the healthcare team directly involved in your care will have access to your records and then only so far as it is necessary to fulfill their duties to you.

Very occasionally it may be necessary to share information with the health professionals, for example, your General

For more information please feel free to ask one of our clinical staff:

Practitioner. This will only be done when it is in your interest and in order to provide you with the appropriate level of care. However, you are entitled to request that the information you give and details of your treatments are not to be disclosed to another healthcare professional without your prior consent. If it is necessary to disclose information because you are being referred to another healthcare professional, this will only occur with your prior consent.

Information Commissioner

We are registered with the Information Commissioners Office (www.ico.org.uk) as data users as required by the Data Protection Act 1998. Our registration number is Z1813089.

Clinical Audit

Information in your records may also be used for the purposes of clinical audit. Clinical audit is essential to the provision of good care and involves reviewing the care that you have received so as to ensure that future care is safe and to the standard which you could reasonably expect.

There is no risk of information about you being made public as a result of clinical audit as all data is anonymised. However, you have a right to object to your records being used in a clinical audit. If you wish to object please inform the Podiatrist looking after you so that measures can be put in place to stop your records being used for audit purposes.

Request for information

In the unlikely event that a request is received from a third party for information held on our records about you, details will not be disclosed unless you give us prior consent unless we are legally obliged to divulge the information (such as where a court order dictates we must release your records).

You may see your notes

If you wish to see your clinical notes at any time so that you may see what information is recorded you may do so, the Podiatrist will be only too pleased to show you your notes. There will, however, administration fee if you want a copy.

