

How We Use and Look After Your Personal Information

Information for patients, relatives, and carers

April 2025

We keep information about you to help us look after you.



This includes your:

- Name.
- Age,
- Address,
- Family,
- Any care you are having,
- Any care you have had,
- Anything else important.



We keep this information safe and only show people who need to see it, for example your nurse and doctor.

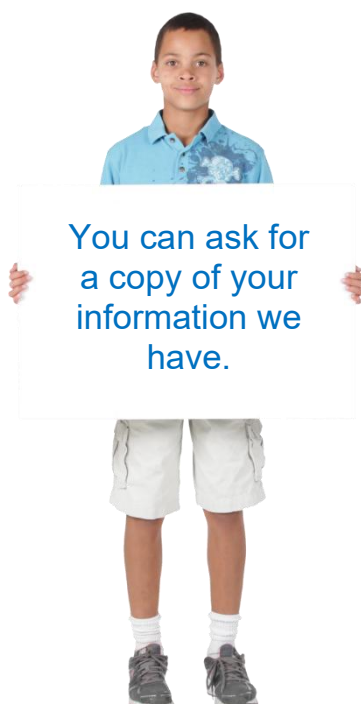


We need your care record to take care of you.

We keep your care record for at least 8 years.

Want to know more?

Ask your doctor, nurse or contact the Health Records, Patient Disclosure Team.



POST	Health Records, Patient Disclosure Team Health Records Department, Queen Elizabeth Hospital, Sherriff Hill, Gateshead NE9 6SX
PHONE	0191 445 3557 or 0191 445 3661 (09.00 – 17.00, Monday to Friday).
EMAIL	ghnt.sarsgatesheadhealth@nhs.net



We may share your information with others for your care

This includes with your:

- Your GP (Doctor)
- Other Hospitals
- Other care services

Sharing takes place to ensure you have the best care possible

How do I make a comment about my visit?



Please tell a member of staff.



Freephone 0800 953 0667 or **Telephone** 0191 445 6129



Email ghnt.pals.service@nhs.net



Write a letter to our complaints team, address the letter to:
Chief Executive,
Gateshead Health NHS Foundation Trust,
Trust Headquarters,
Queen Elizabeth Hospital,
Sheriff Hill,
Gateshead,
NE9 6SX

Data Protection

Being open with you about how we use your information is key under UK law and shows we care about you and your information.

Further information is available via Gateshead Health NHS Foundation Trust website under “**Privacy**”, or you can contact the Data Protection Officer via

 PHONE	0191 445 8418 or 0191 445 3465 (09.00 – 17.00, Monday to Friday).
 POST	IG Team, Gateshead Health NHS Foundation Trust, Trust Headquarters, Queen Elizabeth Hospital, Sheriff Hill, Gateshead, NE9 6SX
 EMAIL	ghnt.ig.team@nhs.net.

This leaflet can be made available in other languages and formats upon request