

## Where can I go for further advice?

Debbie Lampon, PALS officer:  
Email [PALs@tavi-port.nhs.uk](mailto:PALs@tavi-port.nhs.uk)  
Ph 020 8938 2523

Sally Hodges, Patient and Public  
Involvement/Communications Lead:  
Email [shodges@tavi-port.nhs.uk](mailto:shodges@tavi-port.nhs.uk)

Richard Davies, Caldicott Guardian  
responsible for overseeing protection of  
patient information:  
Email [rdavies@tavi-port.nhs.uk](mailto:rdavies@tavi-port.nhs.uk)



## How to find us:

The Tavistock and Portman  
NHS Foundation Trust  
The Tavistock Centre  
120 Belsize Lane  
London  
NW3 5BA

T: +44 (0) 20 7435 7111

[www.tavistockandportman.nhs.uk](http://www.tavistockandportman.nhs.uk)

## Getting to us:

### By tube

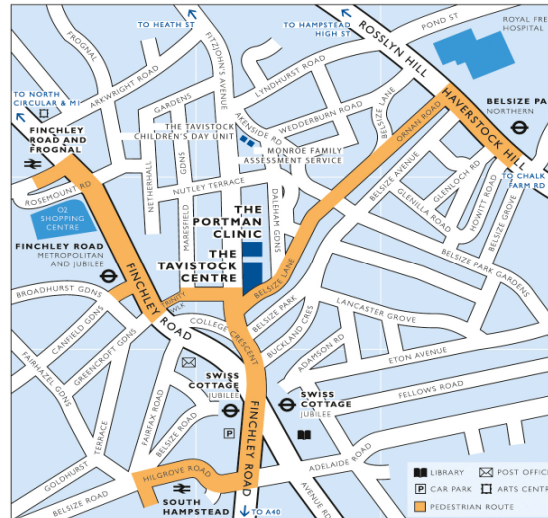
Belsize Park (Northern Line)  
Finchley Road (Jubilee & Metropolitan  
Lines)  
Swiss Cottage (Jubilee Line)

### By rail

Finchley Road & Frognal (London  
Overground)  
South Hampstead (Euston Link)

### By bus

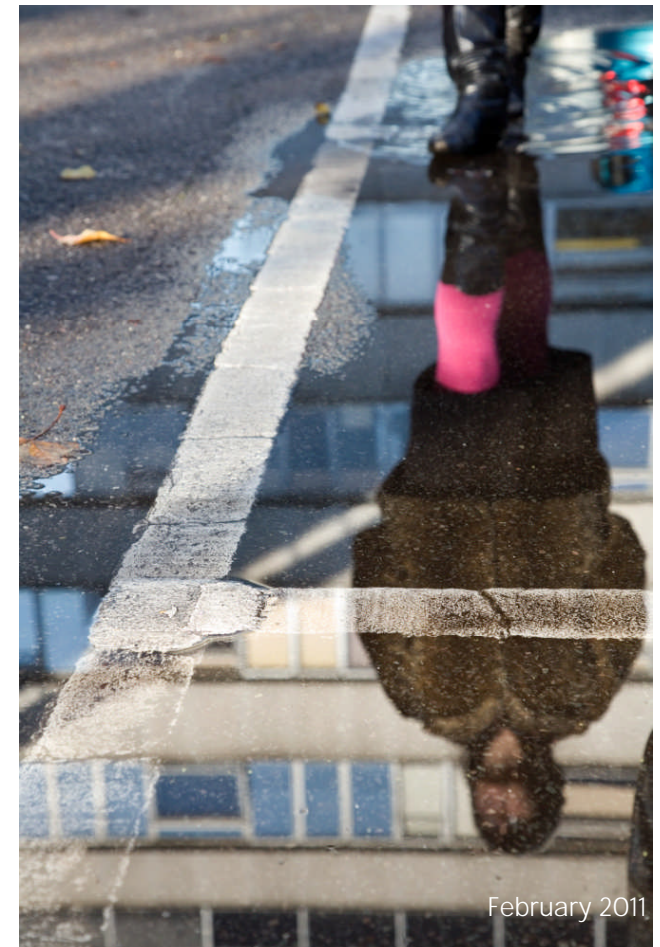
13 31 46 82 113 268 C11



The PALS officer can also be contacted if  
you require this leaflet in another format  
(e.g. electronic version or large print)

## Your patient records

What are your rights and our  
responsibilities?





### You have the right to:

- Expect your healthcare records to remain confidential.
- Expect us to facilitate your access to your records if appropriate.
- Expect us to update any incorrect facts in your records.

### We have a responsibility to:

- Safeguard the privacy of your information.
- Make sure that your information is as accurate as possible.
- Ensure that your information is kept secure.

### How do you use information about me?

We have clear guidelines about how we can use patient information. Only people who need to know have access to individual records. If you would like more information about this you can contact Debbie Lampon, our Patient Advise and Liaison Service (PALS) Officer, details overleaf.



### How do you store information about me?

In line with many other NHS trusts, we store all our information on an electronic database, called RiO. Personal information, such as your name, your date of birth, and your address is then shared with the NHS 'Spine' which is the central NHS database. Clinical information is kept on our systems only, and is not shared with the Spine.



### How can I get access to my patient records?

We can facilitate access to your records but to ensure this would be appropriate for you, you should first discuss this with your clinician.