

Confidentiality Agreement



NHS Greater Glasgow and staff must ensure the confidentiality and security of patient information and health records, at all times.

- A patient has the right to expect that information given by them in confidence will not be used for any purpose other than health care.
- The Code of Practice applies to all employees of the Scottish Health Service, including people volunteering in the Health Service.
- The Code of Practice should be read with NHS Greater Glasgow and Clyde's Information and Security Policy.
- During your volunteering activity, you may have access to, see or hear confidential information. You are expected to use your discretion and maintain confidentiality about information relating to all aspects of your volunteering activity.
- All information held about a patient is regarded as confidential. This includes demographic or administrative data, as well as clinical data, e.g. name, address, postcode, telephone number, diagnosis, treatment details.
- A breach of confidentiality will result in your volunteering role being terminated. Moreover, the Data Protection Act 1998 also renders an individual liable for prosecution in the event of unauthorised disclosure of information, or action for civil damages under the same Act.

Some examples of a breach of confidentiality include:

- Acknowledging friends or relatives you see in the hospital if you do not know they wish this contact
- Mentioning to friends or relatives that you saw a mutual friend was an inpatient or was waiting for an outpatient appointment.
- Divulging any patient information to anyone who is not involved in the care of the patient or whose role does not require that information.

NHSGGC staff who are named contacts for volunteers are responsible for **explaining the Code and local implications to the volunteer as follows:**

- All patient information whether written or electronic is confidential and volunteers should not have access to this information.
- Volunteers should not disclose any information regarding a patient, which they may have witnessed as part of their volunteering shift, to anyone – either verbally or written, in person or by telephone.
- The use of mobile phones is restricted within healthcare settings. The taking of photographs of patients, visitors or staff without their written consent is expressly forbidden.

Declaration: I have read and understood the above Code.

Signed: