**Text for RLBUHT Lab Handbook**

**PROTECTION OF PERSONAL INFORMATION**

Liverpool Clinical Laboratories (LCL) will comply with all guidance and legislation relating to Information Governance and ensures that all person-identifiable information is handled in a confidential and secure manner. LCL will promote effective confidentiality, data protection and security practice to staff through policies, procedures and Information Governance training. The Personal Information and Confidentiality Policy sets out the requirements staff must fulfil when accessing or sharing personal information.

All employees working for the NHS have a legal duty of confidence to patients and staff. It is the responsibility of all staff to ensure that they are familiar with and adhere to the informatics policies and procedures and to ensure high standards of data protection and confidentiality are met. Any personal information, non-clinical or clinical, must be treated as confidential. Any breach of confidentiality will be taken seriously and appropriate action taken.

We have a duty to:

* Maintain full and accurate records
* Keep records confidential, secure and accurate
* Provide information in a format that is accessible

Patients and users who feel that confidence has been breached may use the Trust’s complaints procedure. Patients and users may also complain to the Information Commissioner.

**COMPLAINTS PROCEDURE**

Liverpool Clinical Laboratories (LCL) is committed to providing a service of the highest quality to all users. We realise that there may be times when we do not always get things right. On these occasions we welcome your feedback as this helps us to improve the services we provide. If you have any problems with any aspect of the services provided, please tell us by contacting a member of staff in the relevant department. Contact information is available by clicking in the services section of the home page.

All staff are responsible for resolving issues raised by patients or service users however staff members may need to escalate concerns to their Line Manager if they are not able to deal with your query. Each department should be able to provide a speedy resolution to the issues raised. If you feel that the department is unable to address all your concerns and you wish to make a complaint, the Patient Advice Liaison Service (PALS) Team will advise you on what you need to do and who to contact.

The PALS Team at the Royal Liverpool and Broadgreen Hospitals can be contacted by visiting the PALS office in the foyer at the Royal Liverpool Hospital, by telephone on 0151 706 4903 or via email at [complaints@rlbuht.nhs.uk](mailto:complaints@rlbuht.nhs.uk).

Visit the RLBUHT website for further information regarding the complaints procedure [www.rlbuht.nhs.uk](http://www.rlbuht.nhs.uk)