

Your information: How we use it and keep it confidential

Introduction

We know we receive a lot of personal information from you, your family and other services. We need that information to help provide you with the best possible care and treatment.

This flyer explains what information is collected about you, why it is collected and how we use that information. Weston Hospicecare recognises how important it is that you are fully aware of the information we collect and hold about you as well as how we share that information.

To ensure that your information is kept confidential and that our data is kept safe and secure, all our staff are given training in data protection and information governance before they start work with us. Each member of staff also signs a confidentiality agreement before starting work with us. Current staff must also undertake regular refresher training courses tailored to their individual roles.

Information we hold about you:

To ensure we have the information we need to better serve you, the information we hold about you will likely include:

- your name, address, telephone number(s), date of birth and next of kin;
- details of each contact that we have had with you, including home visits and telephone consultations;
- records of your health and wellbeing, including reports from other health and social care providers;
- details of your care and treatments, including test results and investigations that have been undertaken; and
- relevant information from people who care for you, including other health and social care providers, carers and relatives.

This information is referred to as Person Confidential Data, and we are mandated to ensure that it is treated in confidence and with respect, using the Caldicott Principles as our basis for managing your information.

Your information may be taken down on paper and securely retained in our computerised patient medical record system called Crosscare.

Sharing your information

Members of the hospice team looking after you may share your personal information with each other. This team may include nurses, doctors, therapists, pharmacists and clerical support staff plus other health and social care professionals who are looking after you.

All hospice professionals involved in your care need to have accurate and up-to-date information to assess your condition and to give you the best possible treatment and care. Your records allow us to review the care we provide to make sure it is of the highest possible standard and meets all your healthcare needs.

Information sharing within Weston Hospicecare

Weston Hospicecare offers multiple services covering physical, social, emotional, psychological and spiritual care. We believe it is best to share health information across services within the hospice to make sure we can provide the best coordinated care for you.

If you do not want certain information recorded or shared with others involved in your care, or with members of your family or friends, please talk to the person in charge of your care.

This is reflected in Caldicott Principles, which state that access to your information should be on a need-to-know basis only. If you choose to allow us to share your information, please be assured that staff access to confidential information is monitored to ensure your confidentiality is maintained.

Information Sharing within Somerset and North Somerset

To provide you with the best possible care, we might need to share your information with other services, such as GPs, district nurses, pharmacists and more.

We have strict principles and standards for sharing personal data and information in any form including verbal, paper, electronic, audio and visual that establishes a framework for sharing of information across the health and social care community for the benefit of patients & clients.

If you do not want certain information recorded or shared with others involved in your care, or with members of your family or friends, please talk to the person in charge of your care.

Confidentiality and Data Protection

Under the Data Protection Act (1998), we need to make you aware that we keep electronic and sometimes paper records in relation to your care. The information we hold includes your name, address, date of birth and your medical history. Relevant information is shared with your permission, both internally and externally with other healthcare teams or social services where this will benefit your care.

In addition, your GP will share aspects of your GP record with us, if you have given your permission. There are rare occasions where the law requires us to share information with other parties.

If you do not wish us to discuss your care with family members or other people close to you, please let us know.

The Data Protection Act 1998 allows you to see your records, should you wish to do so. If you wish to have access to your medical records, please put this in writing and address it to the Medical Director. A small charge may apply for this service to cover our administration costs.

Questions you might have

How your records are used to help you

All hospice health and social care professionals involved in your care need to have accurate and up-to-date information to assess your condition and to give you the best possible treatment and care. Your records allow us to review the care we provide to make sure it is of the highest possible standard and meets all your healthcare needs, whether that care is provided in your home, at clinics, within the hospice or elsewhere.

Why we need to share information about you

Members of the hospice team looking after you may, for example, share with each other details about you and your family's contact details, your notes and your reports about your health and the care you need.

Often it is necessary to share your information with professionals in other services who may be directly involved with your care or if you need treatment elsewhere. Your information will only be made available if there is a genuine need to do so. Such professionals might, for example, include GPs, ambulance services and social care services.

If the information sharing relates to a referral, we will speak to you beforehand about any referrals we recommend and the reasons behind recommending them. You

should be aware that any referrals made will include your personal details. If you have referred yourself to any of our services at the hospice, please be aware that we will contact your GP for further information.

You may ask for your information to be transferred to another service, and we will always agree to transfer the information requested, unless there is a good reason why we cannot. If so, we will explain the reason fully to you.

We will not share information about you with your family or friends without your consent.

Sometimes we have to pass on information by law. Such situations might include:

- finding an infectious disease that may endanger the safety of others;
- where a formal court order has been issued;
- if you are involved in an emergency situation; or
- in response to a formal written request by you or your legal guardian.

How you can help us to make sure we always hold the correct information about you

You can help us by:

- giving our staff the right details about yourself;
- letting us know if any of your details are not right; and
- letting us know if any of your details have changed since your last visit.

If you have any updates to report on your information, or if you want to check what details we hold about you, please contact us.

How your records may be used to help the hospice

Your records allow us to review the care we provide to make sure it is of the highest possible standard and meets all healthcare needs. Some information we hold may be shared with other professionals or organisations (e.g., Care Quality Commission (CQC)) in order to:

- train and teach health and social care professionals or
- provide statistical information to national organisations with legitimate interests in healthcare and its management.

When we use your records in this way, we remove or disguise identifiable personal information about you wherever possible.

If removal of identifiable personal information is not possible, we will ask you directly for your consent to disclose it. Your decision can be given verbally or in writing. Your wishes regarding this information will be respected.

How we keep your records safe and confidential

Everyone working for the hospice or who receives information from us has a legal duty to keep information about you confidential. They are monitored by the Caldicott Guardian, a senior clinician responsible for ensuring that patients' rights to confidentiality are respected. Our Caldicott Guardian also ensures our information security and compliance with the Data Protection Act 1998.

How long does the hospice keep health records?

We keep most records for three years, unless the law requires them to be kept for longer. If we are told about a formal enquiry or legal action, we will keep the records until they are no longer required.

Your information rights

You have the right to:

- Know how we will use your personal information. That is what this leaflet aims to let you know.
- Access your medical records (the 'right of access to personal data'). If you want to do this, please contact our Director of Patient Services, who will assist you in this process under the terms of the Data Protection Act 1998. There may be a charge for this.
- Access a deceased person's medical records. The patient's family, or authorized representative, is able to access health records under the provisions of the Access to Health Records Act 1990. Please contact our Director of Patient Services to facilitate this. There may be a charge for this.
- Object to us making use of your information.
- Ask us to change or restrict the way in which we use your information. We are obliged to agree if it is possible to do so.
- Include any corrections you want to make in the record.

Who do I contact if I would like to know more or have concerns?

If you would like to know more about how we use your information, or if you have concerns about it, please speak contact our Director of Patient Services and Caldicott Guardian at the address below:

Director of Patient Services
Weston Hospicecare
28 Thornbury Road
Uphill
Weston-super-Mare
North Somerset
BS23 4YQ

For more information or to see our full policies that cover clinical record keeping, access to health records and confidentiality of health records, please contact our Director of Patient Services.

Changes to our privacy policy

We regularly review our policies, and we will place any updates on our website and notice boards. This document regarding your information, how we use it and how we keep it safe and confidential was last updated on 5th December 2016.