Teesside HOSPICE

Your Information: How We Use Your Health Records

We want you to have the highest quality care

In Teesside Hospice we aim to ensure you receive the highest quality of healthcare. To do this we need to keep records about you, your health and the care we have provided or plan to provide to you.

The information may include:

• Personal information such as your name, address, date of birth. Next of kin and NHS Number.
• Details and records about your treatment and care such as your medical condition, any medication you regularly take, allergies, specific dietary requirement.
• Notes and reports about your health.
• Results of x-rays, laboratory tests etc.
• Contact we have had with you such as clinical visits.
• Relevant information from people who care for and know you well such as health professionals and relatives.

How your records are used

By accessing our services of our Hospice, we will ask your consent to use your information for the following reasons:-
• To provide you with high quality, safe and effective patient care
• Work effectively with others providing you with healthcare.

We may also need to use records about you to:

- Check the quality of health care (such as clinical audit).
- Help investigate any concerns or complaints you or your family have about your healthcare.
- Internal training / Service Improvement.
- National & Regional Statutory reporting.
- Statistical purposes.
- We may also ask you or your carer to complete an anonymous questionnaire about the care you have received from us.

We use anonymous information, wherever possible, but on occasions we may use personal identifiable information for research and auditing.

However, this information will only be used with your explicit consent, unless the law requires us to pass on the information.

Your information will never be used in any other way than those mentioned above.

How we keep your records confidential

Teesside Hospice takes the privacy and protection of your information very seriously. We have stringent controls in place to ensure we fully comply with the UK General Data Protection Regulation & Data Protection Act 2018 which we have to adhere to by law.

The information we collect about you is stored securely on SystmOne, the electronic patient record, paper notes and in computer records held on our systems. All information recorded in your records is subject to the Hospice's HR Pol 2 Records Management Policy.

We have a duty to:

• Maintain full and accurate records of the care we provide to you.
• Keep records about you confidential and secure.
• Provide information in a format that is accessible to you (e.g. large print, alternative language).

We will not share information that identifies you for any reason unless:

• You ask us to do so
• We ask and you give us specific permission
• We have to do so by law.

Who can see your healthcare record?

• Our clinical staff can see the information we collect about you in order to give you the best possible care.
• Our Clinical admin team
• Our Information & Performance Lead can also see your information to make sure our organisation is processing this in line with the GDPR.

Who do we share your record with?

We share your information as part of your healthcare pathway with other NHS organisations and their multi-disciplinary teams who have either :
(a) direct involvement in your care or
(b) an interest in improving the way health services are delivered and commissioned in our region.

We only share information which could personally identify you with those directly involved in your care. We receive this information through the centrally held electronic patient record, SystmOne. Your GP practice as well as community services (including community palliative / JCUH palliative care teams), urgent care and out of hours services may also use SystmOne.

Anyone who receives information from us also has a legal duty to keep your information confidential. When you are referred to Teesside Hospice you will be asked for your consent:-

Sharing IN

Do you consent for Teesside Hospice to view information recorded by other SystmOne services involved in your care?

Sharing OUT

Do you consent for your information recorded at Teesside Hospice to be seen by other SystmOne services involved in your care?

Your healthcare record will not be shared with any other external agency for any purpose without us first receiving your consent.

You can withdraw your consent at any time. If you have any concerns about how your information may be shared, please discuss them with a member of the clinical team.

You have the right to:

- Confidentiality under the UK General Data Protection Regulation & Data Protection Act 2028.
- Ask for a copy of all your records about you.
- Object to sharing your information with us.
- Object to us sharing your information with another organisation.
- Ask us to correct any information we hold about you which you have found to be incorrect.
- Privacy by requesting for individual entries on your electronic record to be marked as ‘private” and therefore not visible in your healthcare records.

If you are accessing our Counselling & Family Therapy services, we still need to collect information about you in the same way as patients accessing other services at the Hospice, but any notes taken by your Counsellor or Family Therapist would not be added to the shared electronic record. They are strictly confidential and will not be shared with anybody who is not directly involved in your care.

How long we keep your information for?

Retention periods are in line with the NHS Healthcare & Organisational records retention schedule within the Records Management Policy.

If you would like more information on anything in this leaflet, an alternate format i.e. large print or translated, please request this from a member of staff or in writing to:

The Data and Information Governance Lead
Teesside Hospice Care Foundation
1 Northgate Road, Linthorpe
Middlesbrough
TS5 5NW

Tel: 01642 811060.





We are regulated by CQC who can ask us about your information.

www.teessidehospice.org

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