

# Keeping your information Confidential and safe

This leaflet explains your rights — how we use  
information about you and how we keep your  
information safe and confidential



St. Richard's  
Hospice

CARING FOR LIFE

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## FOR PATIENTS, FAMILIES AND CARERS

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### **Children and Young People:**

If you are under the age of 18 we will require consent from your parent/guardian in order to support you. Consent is gained verbally following a conversation with your parent/guardian and will be recorded onto our electronic records system alongside details of support provided. These records are kept securely and are used to ensure that you receive the highest quality support.

Any data involving children and young people is dealt with in the ways detailed in this document.

## **HOW WE USE YOUR HEALTH RECORDS**

This leaflet explains some of the processes in place at St Richard's Hospice including:

- Why we collect information about you
- How your records are used
- How we keep your records confidential
- Your rights
- Who we may share information with

## **WHY WE COLLECT INFORMATION ABOUT YOU**

We aim to provide you with the highest quality of health care. To do this we must keep records about you, your health and the care we have provided or plan to provide to you. This information is kept, together with details of the care you have received, because it may be needed if we see you again. The information will be held on a computer system and may include:

- Basic details about you, such as address, date of birth, next of kin
- Contact we have had with you such as appointments and home visits
- Notes and reports about your health
- Details and records about your treatment and care
- Results of investigations such as x-rays and laboratory tests
- Relevant information from people who care for you and know you well, such as health professionals and relatives

We follow good practice as advised by the General Medical Council, and will:

- Discuss and agree with you what we are going to record about you
- Give you a copy of letters we are writing about you, if you wish; and
- Show you what we have recorded about you, if you ask

## **HOW YOUR RECORDS ARE USED TO HELP YOU**

We use your records to:

- Provide a good basis for any treatment or advisory services we provide to you
- Allow you to work with us when we provide treatment or advice
- Make sure your treatment is safe and effective, and the advice we provide is appropriate and relevant to you
- Work effectively with others providing you with treatment or advice

## **HOW YOUR RECORDS ARE USED TO HELP US**

We may use your records to:

- Review the care we provide to ensure it is safe and effective
- Teach and train health professionals
- Conduct health research and development
- Investigate complaints, legal claims or untoward incidents
- Make sure our services can meet patient needs in the future
- Prepare statistics on our performance

When information is used for statistical purposes, stringent measures will be taken to ensure that individual patients cannot be identified.

## **HOW WE KEEP YOUR RECORDS CONFIDENTIAL AND SECURE**

Staff at St Richard's have a legal duty to keep your information confidential, and anyone who receives that information from us is also under a legal duty to keep it confidential.

St Richard's, KEMP and Primrose Hospices work in partnership with the NHS in Worcestershire to provide palliative care services for you. To enable us to do this effectively we share records and will ask your permission to do so.

We will only give information to your relatives, friends and carers if you have given us permission to do so.

Our aim is to maintain a full and accurate record of the care we provide to you.

### **Our guiding principle is that we are holding your records in strict confidence**

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 this by law;
- We have special permission because we believe that the reasons for sharing are so important that they override our obligation of confidentiality (e.g. to prevent someone from being seriously harmed)

## HOW WILL ACCESS TO MY RECORDS BE CONTROLLED?

St Richard's Hospice uses an electronic patient record system which is used by many GP surgeries and palliative care services across the UK. It gives local palliative care staff involved in your care fast access to reliable information about you to help with your treatment.

For anyone to access your electronic record:

- They must be involved in your care
- They must have a smartcard protected by a chip and a pass code
- They will automatically have their details recorded – who they are and what they did. You can ask to see a record of this.

## WHO WE MAY SHARE INFORMATION WITH

We may share information about you with the following main partner organisations:

- Other providers involved in your care - such as a hospital or your GP, in particular the professionals that referred you to us for treatment, assistance or advice
- NHS commissioners of care and the Care Quality Commission – for the purposes of monitoring quality and safety of the services we provide. You can read the CQC privacy statement on their website [www.cqc.org.uk](http://www.cqc.org.uk)

We may also share your information **with your consent** and, subject to strict sharing protocols about how it will be used with:

- Social Services
- Education Services
- Local Authorities
- Voluntary Sector Providers
- Private Sector
- Ambulance Service
- Out of hours GP Service/NHS 111

We may also share your information **with your consent** with others that need to use records about you to:

- Check the quality of treatment or advice we have given you
- Protect the health of the general public
- Manage the health service
- Help investigate any concerns or complaints you or your family have about your care

Some information we have to share is used for statistical purposes, and in these instances we take strict measures to ensure that individual service users cannot be identified. This use of your information may help inform improvement of services.

**Anyone who receives information from us also has a legal duty to keep it confidential**

If you do not wish personal data that we hold about you to be used or shared in the ways that are described in this leaflet, please discuss the matter with us. You have the right to object, but this may affect our ability to provide you with care or advice.

## **YOUR RIGHTS**

You have the right to confidentiality under the Data Protection Act 2018 (DPA 2018), the General Data Protection Regulation, the Human Rights Act 1998 and the common law duty of confidence.

You have the right to know what information we hold about you, what we use it for and if the information is to be shared, who it will be shared with.

You have the right to apply for access to the information we hold about you. Access covers:

- The right to obtain a copy of your record in permanent form;
- The right to have the information provided to you in a way you can understand (and explained where necessary, e.g. abbreviations).

Where you agree, the access right may be met by enabling you to view the record without obtaining a copy. We may withhold certain information if it could seriously harm your mental or physical health, or identify a third party.

## **Obtaining a copy of your medical records**

- Send your request in writing to:

The Medical Director  
St Richard's Hospice  
Wildwood Drive  
Worcester  
WR5 2QT

- Your request will need to include sufficient information to enable us to correctly identify your records (e.g. full name, address, date of birth, NHS number (if known))
- We will respond to you within 1 month of receiving your request
- You will be required to provide a form of identification (e.g. a passport) before any information is released to you.
- You may also make a verbal request for your records, but will still be required to provide a form of identification.

**Once you receive your records, please inform us if you believe any information is inaccurate or incorrect**

If you require this leaflet in a different format or you need further information or assistance, please contact:

The Care Quality Lead  
St Richard's Hospice  
Wildwood Drive  
Worcester  
WR5 2QT

St Richard's Hospice provides free specialist palliative care for patients living with serious progressive illnesses and supports their families. Each year the hospice team supports over 3,400 patients and family members in Worcestershire with compassion, kindness, dignity and respect.

Patients are cared for in the Living Well Centre, the 17-bed In-patient Unit or in their own homes and community settings by a specialist professional team as well as many trained volunteers.

In the In-patient Unit, specialist staff are on hand 24 hours a day to manage patients' symptoms and where, if appropriate, patients may spend the last few days of life in comfort and dignity. St Richard's is an independent charity and is grateful for all donations to help it to continue its work.

St Richard's Hospice  
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[www.strichards.org.uk](http://www.strichards.org.uk)

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