



Protecting information about you

An information guide for patients and carers



Caring for people across Barnsley

Why we collect information about you

Here at Barnsley Hospice we aim to provide you with the highest quality of healthcare. To do this, we must keep records about you, your health and the care we have provided or plan to provide to you.

Your records may include:

- basic details about you, such as address, date of birth, next of kin;
- contact we have had with you such as clinical visits;
- notes and reports about your health;
- details and records about your treatment and care;
- copies of x-ray results, laboratory tests etc. provided by other health care professionals involved in your care; and
- relevant information from people who care for you and know you well, such as health professionals and relatives.

How your records are used

All your information is kept at the Hospice, mainly on our electronic clinical patient information system. Some information is kept in paper format. We keep this information secure and use it to communicate accurately with those involved in planning and delivering your treatment and care.

Other reasons your records may be used include:

- checking the quality of care we provide (such as clinical audit);
- protecting the health of the general public;
- managing our overall services;
- helping to investigate any concerns or complaints you or your family may have about your health care;
- teaching trainee doctors and nurses; and
- help with research (where information is used for statistical purposes, we ensure that individual patients cannot be identified).

Sharing your information

Members of the clinical teams looking after you may share your personal health information with each other to provide the treatments as appropriate to you. These teams may include:

- healthcare professionals (such as your GP, doctors, nurses, pharmacists, social services; physiotherapists and occupational therapists for example);
- Hospice administrative support staff;
- healthcare students in training; and
- staff conducting local clinical audits to evaluate the care provided to you.

All staff are bound by law and a strict code of confidentiality. In accordance with NHS guidance, the hospice has appointed a Caldicott Guardian; Clare Farrington, who is responsible for protecting the confidentiality of patient and service user information and enabling appropriate information sharing.

The types of information we may wish to share include:

- your personal details and that of your next of kin or important people in your life;
- decisions you have made about your future care including an advance care plan; a resuscitation plan or wishes you have expressed about where you would prefer to be cared for if circumstances allow;
- your personal, cultural or religious wishes or needs; and
- a record of the day to day care given by our team.

We will **not** share information outside clinical care purposes described above 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 for health or research purposes; or
- we have special permission because the interests of the public are thought to be of greater importance than your confidentiality

This is why we ask when initially accessing hospice services whether you are happy for your information to be shared for the purposes of clinical care.

Safeguarding

As Health Care Professionals we are trained to recognise and manage situations where we suspect a person is at risk of harm, abuse or neglect. In the event of us recognising any of these risks, it is our professional duty to inform the Adult Safeguarding Team so that they can work with the individuals involved to provide additional support and prevent harm.

Regulatory Requirements

From time to time, the Hospice may be asked to provide contact information for patients or their relatives and friends to regulatory organisations such as the Care Quality Commission (CQC), the Health Service Ombudsman or the Social Care Ombudsman. The CQC may survey users of the Hospice services to understand what we do well and what we could do better.

Your information rights - Confidentiality, accuracy, access:

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

Disability Discrimination and the Race Relations Acts may also apply).

- You have the right to ask for inaccuracies to be amended. If you think any of the information we hold about you is inaccurate or incorrect please inform us and we will make the necessary amendments.
- You have the right to ask for a copy of all records about you:
 - Your request must be made in writing (or via email) to us;
 - We may charge to have a printed copy of the information held about you;
 - We are required to respond to you within 40 days. You will need to give adequate information (for example full name, address, date of birth, NHS number etc.) and you will be required to provide identification before any information is released to you.

We have a duty to:

- only store your information for as long as it is necessary. We work within the NHS Department of Health Records Management Code of Practice, which determines the minimum retention periods records should be kept for;
- 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 (for example, in large type if you are partially sighted); and
- notify the Information Commissioner of the purposes for which we process personal information. The details are publicly available from:

The Information Commissioner:

Wycliffe House

Water Lane

Wilmslow

Cheshire SK9 5AF

Tel: 01625 545745

www.informationcommissioner.gov.uk

If you have any concerns about how your information may be shared, please discuss them with us.

Further information about how we use your information is available at: www.barnsleyhospice.org/about-us/statement-of-purpose/privacy-statement or ask any of our colleagues for a paper copy.

Supporting Barnsley Hospice

All the services at Barnsley Hospice are provided free of charge, including the Day Therapy Unit. We rely heavily on the generosity of individuals and businesses in the Barnsley area to help continue this specialist support. If you would like to donate please speak to a member of staff.

Compliments, Comments and Complaints

Comments and complaints give us valuable feedback and help us to maintain high standards. Any concerns, comments and complaints should first be discussed with a relevant member of staff and if it cannot be resolved, then made formally in writing to the Chief Executive.

We are required to comply with the Duty of Candour, which aims to help patients receive accurate, truthful information from Health Providers.

If you feel that your issue is not being resolved you can independently contact the Care Quality Commission.

This organisation can be contacted in writing at;

Care Quality Commission
CQC Yorkshire and Humberside
City Gate, Gallow Gate
Newcastle upon Tyne
NE1 4PA
Email: enquiries@cqc.org.uk

Barnsley Hospice

104-106 Church Street, Gawber, Barnsley, S75 2RL

Telephone: 01226 244244

www.barnsleyhospice.org

 barnsleyhospice  @barnsleyhospice

Registered Charity No. 700586

v1.18