

Your Health Records & Confidentiality:

How we use your personal information

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Why do we collect information about you?

At Kirkwood Hospice, we collect and hold information about you to enable us to give you the correct care and treatment. The information is held on a computer, paper record or both. It forms part of your care record and is held securely as required by the Data Protection Act (1998) and General Data Protection Regulations (GDPR).

What sort of information do we hold?

We record information about you and the care you have received. For example:

- Your name, address, date of birth and next of kin
- Your previous illnesses and diagnosis
- Results of investigations such

- as X-Rays and laboratory tests
- Contact we have had with you such as home visits, attendance to our day services or admissions to the Hospice
- Relevant information from those who care for you and know you well, such as health care professionals and relatives

What do we use this information for?

- To provide appropriate care by giving the staff caring for you access to up-to-date and accurate information
- To share with other professionals who become involved in your care such as District Nurses and your GP
- To help staff review and improve the quality of your care

- To train and educate staff
- To help us when investigating queries or complaints
- To manage and plan future care services
- To support palliative care research that has been approved by the local ethics committee
- To contact your next of kin
- Accessing NHS records
- Providing information to the Care Quality Commission (CQC) to meet statutory and/or legal obligations.

Kirkwood Hospice is a local, independent charity and we are not part of the NHS, but we do work very closely with all NHS services in Huddersfield and surrounding areas. We are also part of the NHS records system. This allows us to share information securely with your GP and other care professionals.

In accordance with NHS guidance, the Hospice has an appointed Caldicott Guardian; a senior member of staff responsible for protecting patient confidentiality and enabling appropriate sharing.

How do we keep your records confidential?

Everyone working for Kirkwood Hospice follows strict policies around confidentiality and storage of information.

We have a duty to:

- Maintain full and accurate records of the care we provide to you
- Keep records about you confidential, secure and accurate
- Provide information in a format that is accessible to you (for example in large

type if you are partially sighted)

All electronic records can only be accessed by staff members who have a 'smart card'. A smart card is like a bank card with a Chip and PIN. An electronic record is maintained of the individuals who have accessed your records.

Sharing information about you

The sharing of sensitive personal information is strictly controlled by law. We will consult you before information about you is shared to ensure we act with your consent.

If you are unable to consent for any reason, we will only share information where it is in your best interests to do so.

With your consent, information may be shared with:

- Other professionals involved in your care
- Your relatives, partners or friends who act as a carer for you
- Social services and local authorities
- Voluntary sector providers
- Regulators

We are sometimes asked for medical reports by solicitors. In these cases, we will always obtain your written consent for us to disclose the information.

There may be times when we need to share information without your consent e.g.:

- Where there is a risk of harm to you or other people
- Where we have been instructed to do so by a

- court
- To control infectious diseases
- Where we believe that the reasons for sharing are so important that they override our obligation of confidentiality (for example, to support the investigation and prosecution of offenders or to prevent a serious crime)

Where we are legally required to do so

Staff will ask you to sign a form to document your consent to share information with Kirkwood Hospice and other health and social care professionals directly involved in your care. This is referred to as 'sharing out.' If you do not wish to consent to this, you can choose to only allow Kirkwood Hospice to view your record. This is known as 'sharing in'.

Sharing out is the preferred option as this allows your GP, district nurses and others directly involved in your care to see what care has been provided by Kirkwood Hospice.

If you choose not to make your records shareable, please be aware that clinical teams caring for you may lack important clinical details that could compromise your care.

We will only keep your information for as long as the law states we need to.

What if I cannot make the decision myself?

If you are no longer able to make decisions for yourself (for example; if you are too unwell or your condition has affected your memory) we will share information with either your

next of kin or designated power of attorney for health and welfare.

Anonymised information

Some information has to be shared for statistical and audit purposes. In these instances we take strict measures to ensure you cannot be identified.

Can the fundraising team access my clinical information?

No, the fundraising team hold a completely separate database for people who donate to, or fundraise for, Kirkwood Hospice. They cannot see or access clinical information.

If you or your family choose to make a donation to the Hospice, your details will be added to the donor database.

We will use any address details to acknowledge your gift, and to send information about our important work, the impact your donation makes and details of future events and ways you can support us.

You can opt out of receiving mailings at any time. We will not use your email address or phone number for marketing purposes, unless you have given us your express consent to do so.

Your rights

You have the right to confidentiality under General Data Protection Regulations, the Human Rights Act 1998 and the common law duty of confidentiality.

You have the right to ask for a copy of all records about you.

You can apply to Kirkwood through the Director of Clinical Services.

You have the right to have inaccurate personal data rectified, or completed if it is incomplete.

As a Data Controller, Kirkwood Hospice is registered with the Information Commissioner's Office under registration reference number: Z346054X.

If you have any questions just ask any of the Hospice Nurses or Doctors. Alternatively, you may contact the Medical Director or Director of Clinical Services on: 01484 557900.

Information in different formats

This information is available in different languages and formats (e.g. braille and large print).

If you would like a copy of this information in another language or format, please contact the Hospice on: **01484 557900** or speak to a member of the Hospice team.

Useful Contact Information

Main Reception: 01484 557900

Email: info@kirkwoodhospice.co.uk

Website: www.kirkwoodhospice.co.uk

Facebook: facebook.com/KirkwoodHosp

Twitter: @KirkwoodHospice

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