

# Your Clinical Information



This leaflet has been designed to support the Hospice's overarching privacy notice. We recommend that you read the Privacy Notice alongside this document, it is available at [www.haltonhaven.org.uk](http://www.haltonhaven.org.uk)

## **Your Information**

This leaflet explains that Halton Haven Hospice collects information about you, informs you why that information is collected and the ways in which it may be used.

It describes how we keep your information safe and confidential and explains how you can get access to your own health records.

As a patient at Halton Haven Hospice you will be asked for information about yourself. We need this so that we can provide you with a safe, person-centred service that is of the highest standard and meets your needs.

The Hospice teams looking after you may share your personal and clinical information with each other. This team may include, doctors, nurses (including students and trainees) clinical support staff and other healthcare professionals involved in your care.

Your Hospice records could be in paper or electronic formats (on a system called EMIS) or a mixture of the two.

The record will usually include:

- Basic details such as your address, date of birth and NHS number
- Next of kin contact details
- Notes from other healthcare professionals regarding any tests, x-rays and treatment you have received, or are currently receiving
- Relevant information from healthcare professionals or others caring for you

It may also include personal sensitive information such as sexuality, race, your religion or beliefs, and whether you have a disability, allergies or health conditions.

Information is collected in a number of ways, for example:

- Via referral details from your GP or other healthcare professional
- Directly from you

You can help us by checking that we have your most up to date personal information and by letting us know when we have wrong information or anything changes, so that we can rectify it for you.

## How we may use your information

We collect, store and use your information:

- To help inform the decisions that we will need to make about your care.
- To ensure that your treatment is safe and effective
- To help us to review the care provided to you, to ensure it is of the highest standard possible.
- To help us to work effectively with other organisations who may be involved in your care
- To help support the health of the general public
- To help ensure that our services can meet future needs
- To help train healthcare professionals
- For audit purposes
- To help in the preparation of statistics on our performance
- To help monitor how we spend public money

It helps you because;

- Having accurate and up-to-date information will assist us in providing you with the best possible care
- If you go to see another healthcare professional in another part of the health service, they can readily access the information they may need to provide you with the best possible care
- Where possible when using your information non-identifiable information will be used

## Sharing your information

To provide the best possible care it is often necessary to share your information with health professionals in other services who may be directly involved with your care or if you need treatment elsewhere.

Both paper and / or electronic patient records may be shared across different healthcare services; for example, Multi – Disciplinary Team Meetings, GPs, community teams, hospitals, ambulance services.

Sharing important decisions you have made about your care in this way can help with the continuity of your care both at and outside the Hospice, for instance regarding what medication you are taking or any allergies you may have.

You will be asked for your permission to share your information in this way.

You can choose not to share your information, even after previously giving your permission, but you must inform us if that is your choice.

It should be noted that by not giving permission for the Hospice to share your information with other services involved with your care, they may need to request the information directly from you, so that they can continue with your with care.

We will fully explain to you the possible consequences of not sharing information, if the situation occurs, which could include delays in you receiving care.

Sometimes we have to pass on information by law. For example:

- 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
- In response to a formal written request by you or a legal Guardian
- The Hospice is monitored by the Care Quality Commission (CQC) and we are sometimes legally obliged to pass patient details to them on request

We may also, occasionally, use external companies to process personal information, such as for archiving and destruction purposes. These companies are bound by contractual agreements to ensure information is kept confidential and secure.

### **Keep your records safe and confidential**

Halton Haven Hospice is committed to protecting your information and we take great care to ensure it is properly looked after.

The Hospice aims to comply with current legislation, codes of practice and professional codes of conduct. We are registered with the Information Commissioners Office (ICO).

It is important that information is kept safe and secure to protect your confidentiality. There are a number of ways in which your privacy is shielded; for example:

- By removing your identifying information where possible
- By adhering to strict contractual conditions
- By ensuring strict sharing or processing agreements are in place

Your confidentiality is monitored by our nominated Data Protection Officer.

Anyone who receives information from us is also under a legal duty of confidentiality.

### **How long will we keep your health records?**

We keep records only for as long as the law requires them to be kept. This differs depending on what the information is.

If we are told about a formal enquiry or legal action, we will keep the records until they are no longer required for that purpose, even if that is longer than the usual retention period for that record.

### **Informing you of incidents**

We have a statutory duty to ensure we have an open, honest and positive culture and that patients, relatives and carers are informed if anything goes wrong. This means that we will:

- Tell you verbally, in a timely manner, if incidents involving your information occur
- Give you a written and truthful account of the incident, should you wish to receive it
- Offer reasonable support if you are directly affected by an Incident

## **You can access your information**

Under the Data Protection Act and General Data Protection Regulations (GDPR) you may request access to information (with some exemptions) that is held about you by the Hospice.

During your admission you can ask a member of staff about accessing your information. Otherwise you can contact the Hospice Data Protection Officer (contact details at the end of this leaflet) who will assist you with the request.

## **Your concerns**

If you have any concerns regarding how the Hospice collects, stores, uses or shares your information please speak to a member of Hospice Staff. Alternatively, you can contact the Hospice Data Protection Officer or the Hospice Director of Care and Clinical Services (Contact details at end of this leaflet).

Should you feel that your concerns are not adequately dealt with by the Hospice you can contact the Information Commissioners Office (ICO):

- ICO Helpline: Tel - 0303 123 1113.

## **Hospice contact details**

Halton Haven Hospice  
Barnfield Avenue  
Murdishaw  
Runcorn  
Cheshire  
WA7 6EP

01928 712728

Email: [dpo@haltonhaven.co.uk](mailto:dpo@haltonhaven.co.uk)