

# YOUR HEALTHCARE RECORD

## HOW WE USE YOUR INFORMATION



# Your healthcare record

## How we use your information

This leaflet explains why information is collected about you and the ways in which it may be used. It describes how we safeguard your information and explains how you can get access to your own health records. For more detailed information on this topic, please see the Privacy Policy on our website.

As a patient/client at Peace Hospice Care you will be asked for information about yourself. We ask for this information to ensure that your care and treatment is of the highest possible standard and meets your needs.

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) and clerical support staff, plus other healthcare professionals involved in your care.

Your Hospice records will normally be both paper and electronic. The records 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.

You can help us by checking that we have your most up-to-date personal information and letting us know when anything changes.

# We may need to share your information

Often, it is necessary to share your health information with professionals in other services involved with your care.

Peace Hospice Care uses an electronic patient record system called SystemOne that allows the sharing of full electronic records across different healthcare services. Peace Hospice Care is a partner organisation in My Care Record. My Care Record is an approach to improving care by joining up health and care information.

Wherever possible, health and care professionals will be able to access your records from other services when it is needed for your care. This may include individuals working within hospitals, GP practices, treatment centres, care homes, social care and community teams. This will make it easier and faster for them to make the best decisions. An administrator may access your records under the direction of a health and care professional providing care to you, for example, to check details of appointments and co-ordinate care. Further information about My Care Record can be found at: [www.mycarerecord.org.uk](http://www.mycarerecord.org.uk)

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

You can raise an objection to sharing your electronic record with other healthcare services, but you must inform us. *(please see page 7)*

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 your legal guardian
- if requested by the Care Quality Commission (the organisation that monitors our services).

## **How your records may be used to help the Hospice**

Your health records allow us to review the care we provide to make sure it is of the highest possible standard and meets Care Quality Commission standards.

Some information we hold about you may be shared with other professionals or organisations. For example:

- to provide statistical information to national organisations with a legitimate interest and local health commissioners
- to plan for future Peace Hospice Care services.

When we use your records in this way, we remove or disguise identifiable personal information about you.

## How we keep your records safe and confidential

Peace Hospice Care is committed to data protection and we take great care to ensure your data is properly looked after. We aim to comply with current legislation, NHS codes of practice and professional codes of conduct. This is monitored by our nominated **Caldicott Guardian**, a senior clinician responsible for ensuring that patients' rights to confidentiality are respected.

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

## How long do we need to keep your health records?

We keep most records for eight years, unless the law requires them to be kept for longer.

If we are told about a formal enquiry, or legal action, we will keep the records until they are no longer required.

# Statutory Duty of Candour

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

This means that we will:

- tell you in a timely manner if safety incidents 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.

If you have any concerns regarding the use of your medical or personal information, please speak to a member of Peace Hospice Care staff.

Alternatively, you can contact our nominated **Caldicott Guardian** or the Director of Patient Services by writing to them at the address on the back of this leaflet.

## Access to the information we hold about you

You are entitled by law to request a copy of the personal information we hold about you and can ask us to erase anything that is not correct. Should you wish to do this, you should contact our **Caldicott Guardian** at the address on the back of this leaflet and they will let you know what information you need to provide.

# SystemOne electronic patient record system

As stated previously, at Peace Hospice Care we share your healthcare record with other professionals and members of staff involved in the provision of direct healthcare to you. They also share information with us. Should you wish to raise an objection to this, you must let us know.

SystemOne (the electronic patient record system we use) has two settings which allow you control over how your medical information is shared.

## Setting 1: Sharing OUT

This controls whether information recorded at Peace Hospice Care can be viewed by other healthcare services.

## Setting 2: Sharing IN

This controls whether Peace Hospice Care staff can view information shared by other healthcare services.

If you would like to raise an objection to the sharing of your healthcare records with other healthcare services, please complete the form below and return it to a member of Hospice staff and this objection will be considered.

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### SystemOne patient record – raising an objection to information sharing

Patient name: \_\_\_\_\_

Patient address: \_\_\_\_\_

I would like to raise an objection to the sharing out of my medical records

I would like to raise an objection to the sharing in of my medical records

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

## About us

Peace Hospice Care provides free specialist palliative care across South West Hertfordshire, and the wider area, for patients and their families facing a life-limiting illness. We help them manage their conditions and provide support at the end of life too.

**Caldicott Guardian**

**Peace Hospice Care**

**Peace Drive, Watford, Hertfordshire WD17 3PH**

**☎ 01923 330 330**

**✉ [info@peacehospicecare.org.uk](mailto:info@peacehospicecare.org.uk)**

**🌐 [www.peacehospicecare.org.uk](http://www.peacehospicecare.org.uk)**

If you have any suggestions for improvements to our services or would like to make a complaint, please see our **Compliments, Concerns and Complants** leaflet or email us at: ✉ **[feedback@peacehospicecare.org.uk](mailto:feedback@peacehospicecare.org.uk)**

**If you would like a copy of this document in LARGE PRINT, Braille, or audio format, or if you would like this information explained in your own language, please contact us.**

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Please follow us on:



EVERY PERSON  
**MATTERS**  
EVERY DAY  
**COUNTS**