

Your information - your rights



Peace
Hospice
Care



Your information - your rights

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.

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, xrays 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 who may be directly involved with your care or if you need treatment elsewhere.

Peace Hospice Care uses an electronic patient record system called SystmOne that allows the sharing of full electronic records across different healthcare services; for example, GPs, community teams, hospitals, ambulance services and social care services. 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 choose not to share your electronic record with other healthcare services, but you must inform us if that is your choice. *(see end of leaflet)*

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

Peace Hospice Care is monitored by the Care Quality Commission (CQC). We are legally obliged to pass patient details to them on request.

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 train and teach healthcare professionals
- 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.

Occasionally, for training purposes only, Peace Hospice Care staff who are not involved in direct clinical care of our patients may attend meetings where patient personal data is reviewed. Please let us know if you are not happy for your case to be reviewed in these meetings, otherwise we will presume your consent.

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, honest and positive 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.

SystemOne electronic patient record system

You can choose whether or not to share your electronic record with other healthcare services. When you share your record you actually share the notes we have made about you into a central 'pool' of information about yourself.

SystemOne has two settings which allow you control of how your medical information is shared.

Setting 1: Sharing OUT

This controls whether information recorded at Peace Hospice Care can be shared with other healthcare services.

Setting 2: Sharing IN

This controls whether information made shareable by other healthcare services can be viewed by Peace Hospice Care staff.

If you agree to Share IN and Share OUT it will make it quicker and easier for us to deliver high quality care to you as we are able to view information from other healthcare services that have been looking after you. Also, other healthcare services will be able to view records of care you have received at the Hospice.

You can choose which services are able to view your records. You can change your choices at any time.

Peace Hospice Care will assume you are in agreement to Share IN and Share OUT.

If you would prefer not to share your information with other healthcare services please complete the form below and return to a member of Hospice staff.

SystemOne patient record - decline to consent

Patient Name: _____

Patient Address: _____

I decline permission to Share IN / Share OUT my medical records.

Signature: _____ Date: _____

About us

Peace Hospice Care provides outstanding specialist care and support to improve the quality of life for patients, families and carers facing a life-limiting illness.

Those who access our services are treated with dignity and respect, and where possible in the setting of their choice.

It costs over £5 million every year to continue providing our services. As a charity, we rely on the generosity of our supporters for around 80% of this money.

For further information or advice regarding our patient services please contact the West Herts Palliative Care Referral Centre

☎ 0333 234 0868

✉ westherts.pcrc@nhs.net

If you have any suggestions for improvements to our service or would like to make a complaint please see our 'How to Complain' leaflet or write to our Chief Executive at the address below.

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.

Peace Hospice Care

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