

How Do We Use Your Health Records?

Better Information, Better Health



Alice House Hospice
Serving the communities of
Hartlepool & East Durham

This leaflet explains :

- Why we collect information about you
- How your records are used
- How we keep your records confidential
- Your rights
- How we share information about you

Why Do We Collect Information About You?

We aim to provide you with the highest quality of health care. To do this, we must keep records about you, your health and the care we have provided, or plan to provide to you. These records may include:

- Basic details about you, such as your address, date of birth, or next of kin.
- Contact we have had with you, such as appointments and home visits.
- Notes and reports about your health.
- Details and records about your treatment and care.
- Results of x-rays, laboratory tests and other medical information.
- Relevant information from people who care for you and know you well, such as health professionals and relatives.



We follow NHS good practice and will:

- Discuss and agree with you what we are going to record about you.
- Give you a copy of letters we are writing about you.
- Show what we have recorded about you, if you ask.



How are your records used?

We use your records to:

- Provide a good basis for all health decisions made in consultation with you and other healthcare professionals.
- Deliver appropriate healthcare.
- Make sure your healthcare is safe and effective and the advice we provide is appropriate and relevant to you.
- Work effectively with others who provide you with healthcare or advice.

How do we keep your records confidential?

All staff working for the Hospice sign a confidentiality agreement and access to patient records by staff, other than clinical staff, is strictly regulated to ensure they are only accessed when there is a need to do so.

We have a legal duty to:

- Maintain full and accurate records of the care we provide to you.
- Keep your records confidential, secure, accurate and up to date.
- Provide information in a format that is accessible to you (for example, in large type/braille if you are partially sighted, different languages etc.).

We will not share information that identifies you for any other reason, unless:

- You ask us to do so.
- We ask and you give us specific permission.
- We must do this by law.
- We have special permission because we believe that the reasons for sharing are so important that they override our obligation of confidentiality (for example, to prevent someone from being seriously harmed).

Your Rights

- You have the right to confidentiality under the Data Protection Act 2018 (DPA), The Human Rights Act 1998 and The Common Law Duty of Confidentiality (The Equality Act 2010 might also apply).
- You have the right to know what information we hold about you.

Access covers:

- The right to obtain a copy of your records in permanent form.
- The right to have information provided to you in a way you can understand (and explained where necessary).
- Where you agree, the access right may be met by enabling you to view the record without obtaining a copy.

How do we share information about you?

We may share information about you with the following main partner organisations to ensure that your health care needs are fully supported and communicated:

- NHS commissioners of care - in particular the organisation that referred you to us for treatment, assistance or advice.
- Other providers involved in your care - such as a hospital or your GP.

We can also share your information, with your consent and subject to strict sharing protocols about how it will be used, with:

- Social Services
- Local Authorities
- Voluntary Sector Providers
- Private Sector Providers

We can also share your information, with your consent, with others that need to use records about you to:

- Check the quality of treatment or advice we have given you.
- Protect the health of the general public.
- Manage the services we provide.
- Help investigate any concerns or complaints you or your family have about your care.

Some of the information we have to share is used for statistical purposes. In these instances, we take strict measures to ensure that individual service users cannot be identified.

Anyone who receives information from us also has a legal duty to keep it confidential.

If you do not wish for your personal data to be used or shared in the way that is described in this leaflet, please discuss the matter with us. You have the right to ask us to stop using or sharing your data, but this may affect our ability to provide you with safe care or advice.

If you require this leaflet in a different format or you need further information or assistance, please speak to our Senior Manager Clinical Services. Alternatively, if you have any other questions about your personal data, you can contact our Information Governance Manager, using the details on the back of this leaflet.



About Alice House Hospice...



Alice House Hospice
Serving the communities of
Hartlepool & East Durham

Alice House Hospice exists to ensure people affected by a life limiting illness or the death of a loved one have the care, comfort and support they need.

As the only adult Hospice in the Hartlepool, Tees Valley and East Durham areas of the UK, our unique range of services make a vital difference to the lives of thousands of families each year.

We provide the following services:

- Inpatient Unit
- Long Term Residential Nursing Unit
- Day Hospice
- Bereavement Service (adults & children)
- Holistic Therapies
- 24 Hour Helpline



Alice House Hospice is mainly funded through donations, gifts in wills and income raised through our shops. Patients with any life limiting illness can access Alice House Hospice's specialist services through a referral, normally from their GP.

Contact

If you require this leaflet in a different format or you need further information or assistance, please contact:



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Telephone : 01429 855555