

## **Patient Data Information Handout**

Both law and Severn Hospice policy provide individuals rights which they need to be informed about. These include:

- The right to be informed about how data about them is used and shared
- The right to have objections to the use of data about them being considered in some circumstances (section 10 of the Data Protection Act) and to be informed of the reasons why an objection is not upheld when it isn't.
- The right to control, unless exceptional circumstances apply, how confidential information that might identify them is used and shared.

## Why does Severn Hospice collect information about you?

Severn Hospice keeps records about the care and treatment you receive here.

This may include:

- Basic demographic information about you, such as your name, address, date of birth, NHS number and next of kin
- Any contacts you have had with our services, such as admissions to the ward, Day Hospice and Outpatients Services
- Notes and reports about your health and any treatment and care you need and/or have received
- The results of investigations, such as blood tests
- Any relevant information from other healthcare staff outside of the Hospice, relatives or those who care for you.

## What does Severn Hospice use this information for?

Your records are used to make sure that:

- All healthcare staff involved in your care have access to accurate and up-to-date information
- Should you have a concern or need to make a complaint the matter can be properly investigated.

## Does Severn Hospice use my information for anything else?

- Your information may be used to measure the quality of care we provide through confidential internal audits.
- Only with your explicit consent, certain details may be used for research.

In both cases there are procedures in place to ensure that it is impossible for individual patients to be identified.

## How does Severn Hospice keep my records confidential and secure?

Every staff member working at Severn Hospice is aware that they have a legal duty to keep information about you confidential and secure. Information will only be given to members of your family or visitors with your permission.

If there is an emergency it may necessary to share some information about you so we can all work together for your benefit, for example a GP or district nurse. However anyone who receives this information from us is also legally duty bound to keep it confidential and secure.

Sometimes the law requires healthcare staff to pass on information, e.g. when we are concerned about your safety or the safety of others or in the case of certain infectious diseases.

## How do I access my own health records?

Legally, you are allowed to request to see any information about yourself that has been collected by Severn Hospice. If you want to see anything written in these records, please discuss this with a member of staff who will answer any queries you may have.

A formal request for you to see your records may be made in writing by you or the person representing you. There is a template form on the Severn Hospice website for your convenience that can be printed off, completed and posted to the below address:

The Information Governance Lead,  
Severn Hospice,  
Bicton Heath,  
Shrewsbury,  
SY3 8HS

We aim to respond within 20 days of receiving your request. If the form is not filled in in its entirety or you have not provided enough information for us to process the request then Severn Hospice may write to you asking for additional information so that your request can be processed. We may refuse your request to seeing your records where:

- the doctor thinks it would be harmful to you or another person to read your records
- if, by letting you see your records, we would reveal information which relates to and identifies another person without their consent.

If at any time you would like to know more about how we use the information we collect, please don't hesitate to speak to a member of staff.