

every moment matters



John Taylor
Hospice

How we use your
information

Your right to confidentiality

You have the right:

- To confidentiality under the General Data Protection Regulation, the Human Rights Act 1998, the NHS Constitution and Care Record Guarantee, the common law duty of confidence and the Equality Act 2010
- To ask for a copy of all your records held in paper or electronic form
- To choose someone to make decisions about your healthcare if you become unable to do so
- To be informed
- To rectification of any incorrect information
- To request the erasure of information if it does not affect your care provision
- To restrict processing of data which is explained further on in this leaflet
- To data portability which allows individuals to obtain and reuse their personal data for their own purposes across different services
- To object to how your data is used, and
- To be subject to automated decision-making including profiling

We have a duty to:

- Maintain full and accurate records of the care we provide for you
- Keep records about you confidential, secure and accurate
- Provide information in a format that is accessible to you on request (for example in large type if you are partially sighted)

What type of information does John Taylor Hospice hold?

John Taylor Hospice keeps records about your health and any treatment and care you receive. This helps to ensure that you receive the best possible care. Records we hold include:

- Basic details about you such as address, date of birth and next of kin
- Contact we have had with you

- Notes and reports about your health and any treatment and care you have received
- Results of any investigations such as X-rays and tests
- Relevant information from other health professionals or those who care for you and know you well
- Information, as a patient, you may have supplied us with

How does John Taylor Hospice use this information?

Some information will be used for statistical purposes. We take strict measures to ensure that you cannot be identified where possible. Your health information is used to help provide the care you need including:

- Ensuring up-to-date information about your treatment is available
- Assessing the type and quality of care you have received
- Making sure your health and social care is safe and effective
- Working effectively with others to provide you with health and social care
- Providing a good basis for all health and social care support decisions

We also use your information to help us plan for your future healthcare needs to ensure everyone has access to the highest quality care when they need it. This includes:

- Making sure patients receive treatment at the patient preferred place of care (e.g. at home or the hospice)
- Using information about your treatment to ensure services meet the needs of patients in the future
- Checking the quality of care (such as a health record audit)
- Using summary information (with your personal data removed) to prepare statistics that tell us how well we are doing and where we could do better
- Training staff
- Helping to review the standard of care you received so we can make future improvements
- Investigating any concerns or complaints you may have about your care
- Undertaking research

- Analysis on incidents which you may have been involved in during your care
- Identifying specific patients at risk of developing a disease and helping to prevent them from becoming ill in the first place
- Providing Clinical Commissioning Groups (CCGs) with data. CCGs are responsible for the planning and commissioning of health care services for their local area

On the rare occasion the transfer of personal information would need to be sent overseas, compliance with the General Data Protection Regulation would be followed. By working this way we can make sure services are used properly and money is not wasted.

How do you control who sees my information?

Everyone working for John Taylor Hospice has a legal duty to keep information about you confidential in line with the NHS Confidentiality Code of Practice. The General Data Protection Regulation sets out principles of handling information which all data controllers must follow. We also have company policies to protect your information.

We only use secure methods to transfer your information between John Taylor Hospice computer systems and all processes meet security requirements. This includes:

- Our patient record system - SystmOne
- NHS email
- Secure fax

Apart from the healthcare professionals involved in your care, only a select and approved number of staff and a very small number of approved analysts will be able to see data that identifies you and then only under strict security restrictions. All access by these staff to patient records is recorded and auditable.

You can decide

- Not to share your health information
- To share your health information with others providing you with care
- To add information to your record that you would like to be included

You should discuss the implications of choosing not to share your record with a clinician but be reassured that we will continue to provide you with safe, efficient care. You can also change your mind at any time. Please contact us if you do not want to share your information.

Sharing your information

We will not share personal information that identifies you for any reason other than providing your health and social care unless:

- You ask us to do so
- We ask and you give us specific permission
- It is for direct care purposes
- We have to do so by law
- We have special permission for health and/or research purposes
- We have special permission because it is in the public interest

We also share your information with authorised health professionals following an accepted referral following your approval. These could include:

- Other multi-disciplinary professionals within John Taylor Hospice
- General practitioners
- Community-based professionals such as district nurses and community specialists

Can I see a copy of my information?

The General Data Protection Regulation allows you to find out what information about you is held in our records. This applies to both manual and computerised records. If you would like to view a copy of your health records please put a request in writing to the Data Protection Officer at:

John Taylor Hospice
76 Grange Road
Erdington
Birmingham B24 0DF

Alternatively you can email us at enquiries@johntaylorhospice.org.uk

CONTACT US

 76 Grange Road, B24 0DF

 0121 465 2000

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 johnaylorhospice.org.uk

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