

Protection of your personal information

Patient information is personal information obtained about you in the course of your care and treatment by Pendleside Hospice.

This information is recorded in your Hospice medical records that are stored electronically in our patient information program. We keep this information, together with details of your care, because we will need it in the event that we see you again. At times, we may need to share information with other health care professionals so we can work together for your benefit.

The General Data Protection Regulations explain how personal information should be processed. This applies to all information; whether held on paper or electronically. We ensure that personal information is processed fairly, lawfully and as transparently as possible in accordance with the Act.

This leaflet is designed to give you details of some of the main reasons we ask you to provide us with private and personal information.

Why personal information is required

The main reasons we ask for your personal information are to:

- Ensure you receive appropriate health care and treatment
- Review the care provided to ensure it is of the highest possible standard – this may include audit of your clinical notes
- Plan and manage the affairs of the Hospice effectively
- Train and educate staff (but you can choose whether or not to be personally involved)
- We may use letters, telephone, text or email to contact you e.g. for appointment reminders, or distribution of service information; you can tell us which you prefer.

Code of Confidentiality

- We have a legal duty to keep information about you confidential, except in exceptional circumstances, such as when your health and safety or that of others is at risk, or the law requires us to share personal information.
- You may be receiving care from agencies other than the Hospice. In order to work together for your benefit, we may need to share personal information about you.
- The sharing of some types of very sensitive personal information is strictly controlled by law.
- If you agree, your relatives, carers and friends may be kept up to date with your progress.
- You have a right to know who else has access to your Hospice records.
- If you have specific instructions regarding the use of your personal information, these will be recorded in your notes to ensure those caring for you follow your wishes.
- Unless you tell us otherwise, we may send a letter to your GP with information about your care and treatment.

You have the right to see your own Health Records

If, at any time, you wish to have access to your health records or you would like to know more about how we use your personal information, please speak to the person in charge of your care or contact our Clinical Services Manager on 01282 440111.

What to do if you are concerned about how your information is used

If you are concerned about how information about you is used, please speak to the person in charge of your care, or our Clinical Services Manager on 01282 440111.

If you wish to raise a more formal complaint about how your personal information is used, please go to our website

<https://www.pendleside.org.uk/privacy-policy>



Protection and use of personal information

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