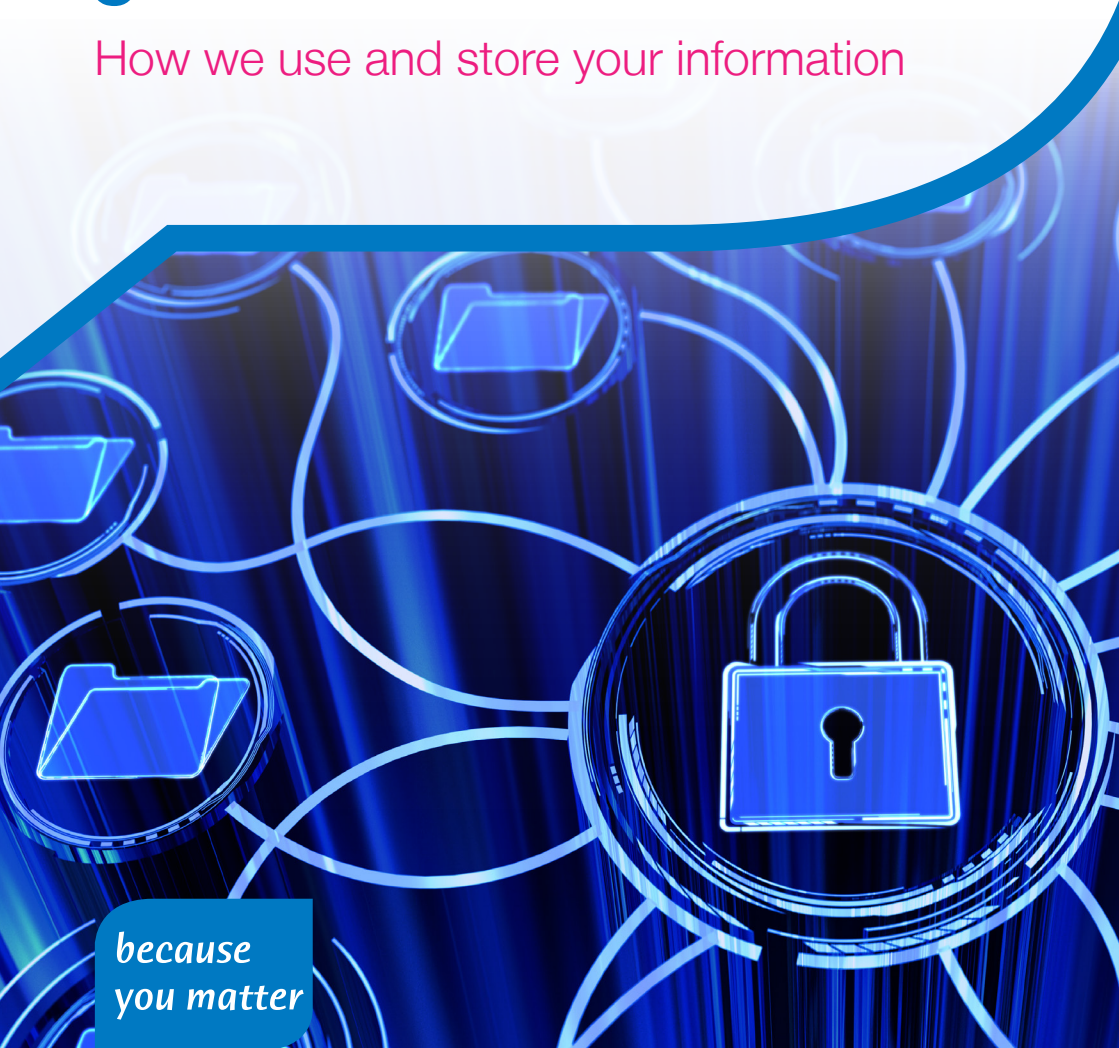


Information governance

How we use and store your information



*because
you matter*

**St Nicholas
Hospice Care**

A Registered Charity No. 287773

**For an alternative format or
language, please contact;**
enquiries@stnh.org.uk

Your information

What information do we keep about you?

If you use our services we will hold information about you including your medical history. Information is stored securely on electronic and/or paper systems.

How your information is used

The information we hold about you is used to support clinical decision making as well as to monitor and improve our services. Anonymous data may be requested by regulatory bodies and other statutory organisations such as the local Clinical Commissioning Group (CCG) or the Care Quality Commission (CQC).

They may also request your contact details so they can ask you about the quality of our service.

Information will only be used with your consent unless the law requires us to pass it on.

Your rights

Under the Data Protection Act 1998 you are entitled to ask us for a copy of the information held about you. For further information please talk to a member of staff.

How we store your information

SystemOne is the electronic system we use to record and share your information. This means everyone involved in your care is informed about your medical history, including medication and allergies. This system is used by several healthcare providers including many GPs.

How do I control what information is shared?

SystemOne has two settings, allowing you to control how your medical information is shared.

- **Sharing out** - You decide whether your information recorded at the Hospice can be shared with other Healthcare Services, such as your GP.
- **Sharing in** - You decide whether your information recorded by other healthcare providers you have contact with can be seen by Hospice staff involved in your care. This means you can restrict which organisations and services have access to your records.



Share



You can request for individual entries in your record to be marked 'PRIVATE' and these will not be visible to any care service other than the one that recorded the information.

Hospice **Advice line**

Call our 24/7 advice line for health care professionals and families if you need support with symptom management and end of life care.

enquiries@stnh.org.uk
www.stnicholashospice.org.uk

01284 766133

Your Experience **Survey**

We want to develop our services in response to feedback; please consider filling out our survey which is available online or can be requested in paper form.

www.stnicholashospice.org.uk/your-experience-survey

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