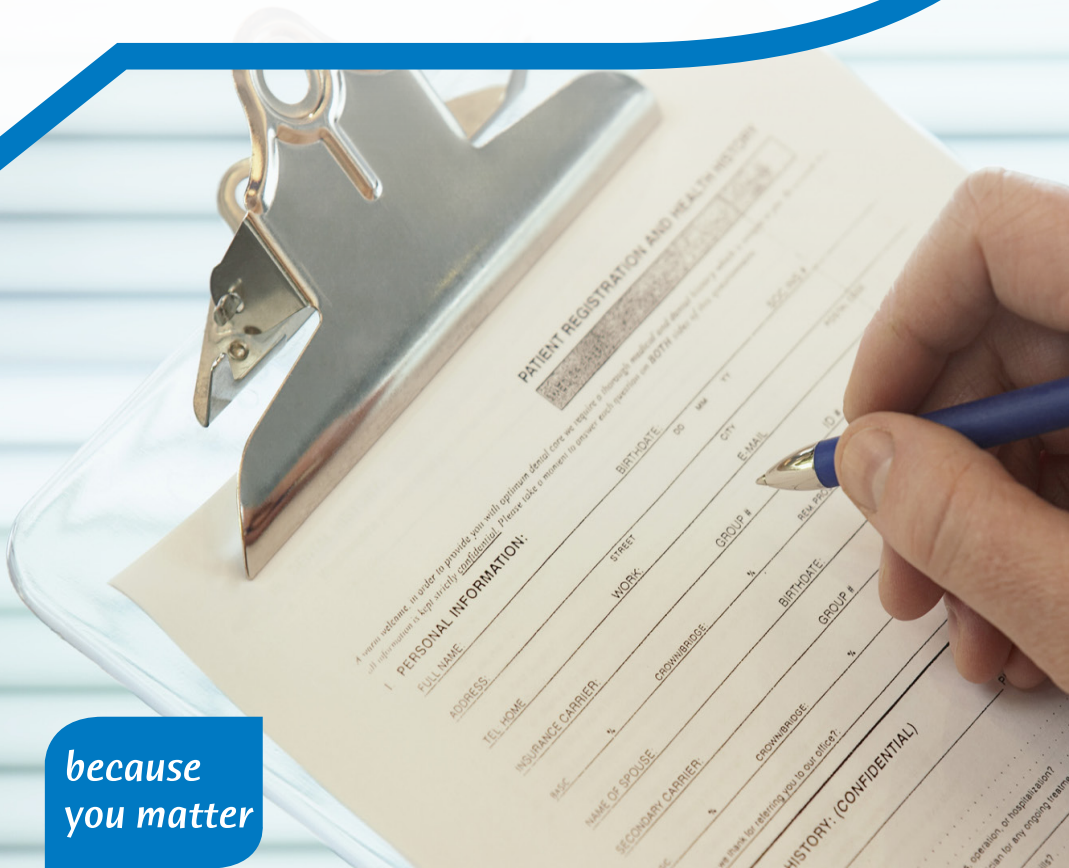


Healthcare Privacy

How we use and store your information



*because
you matter*

**St Nicholas
Hospice Care**

A Registered Charity No. 287773



Need to talk?

01284 766133

stnicholashospicecare.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.

We ask for your consent to use your information, however if it is necessary, we may share a record to protect your vital interests or to comply with legal obligations.

Your rights

Under the General Data Protection Regulation 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 an electronic system we use to record and share your information. This means everyone involved in your care can be informed about your medical history, including medication and allergies. This system is used by several healthcare providers.

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.

What happens next?

Next time you are seen by one of our Hospice care clinicians, they will ask you:

Are you happy for your information to be shared with other NHS services? This may include sharing information from SystemOne with GPs, Community health teams, e.g. District Nurses, Allied Health Professionals such as Occupational Therapists, Physiotherapists Speech and Language therapists.

They will also ask:

Are you happy for us to view your information recorded by other healthcare providers such as your doctor or district nurse?

You will also need to give consent to the other healthcare services in order for us to access your records.

It is your choice and not the decision of those involved in your care whether you choose to share your information.

Get in touch

If you have any queries regarding your data and how we use it, please get in touch:

01284 766133

enquiries@stnh.org.uk

Please visit www.stnicholashospice.org.uk/yourdata to read our privacy policy

This leaflet is available in different formats upon request. Please contact the Marketing and Communications Department for further information on 01284 766133.

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