



St Teresa's
Hospice



Patient & Service Users Privacy Notice

Our Commitment

At St Teresa's Hospice, we aim to provide you with the highest quality of care. To do this, we keep records about you, your health and the care we provide for you or plan to offer you. We will always store your personal details securely. We will always treat your personal information with care. We are committed to using your records in ways that respect your rights. We have a legal duty to keep information about you confidential and secure.

What Is Personal Information?

Personal information is anything that identifies you. This includes your name, date of birth, address and postcode. It can also include information about your care, such as test results.

Why Do We Collect Data About You?

At St Teresa's Hospice, we collect and hold information about you to enable us to give you the correct care and treatment. The information is held on a computer, paper records or both. It forms part of your care record and is held securely as required by the General Data Protection Regulation (GDPR) 2018.

Your Information

We record information about you and the care you have received. For example:

- Your name, address, date of birth, and next of kin.
- Your symptoms, previous illnesses and diagnosis.
- Results of investigations such as X-rays and laboratory tests.
- Contact we have had with you, such as home visits, attendance to our Wellbeing services, complementary therapy or counselling appointments and attendance, and admissions to the hospice.
- Relevant information from those who care for you and know you well, such as relatives and health professionals.

What Do We Use This Information For?

- To provide appropriate care by giving the staff caring for you access to up-to-date and accurate information.
- To share with other professionals who may become involved in your care, such as community nurses and your GP.
- To help staff review and improve the quality of your care.
- To help us when investigating queries or complaints.
- To contact your next of kin.
- To offer services such as bereavement and family support.

Accessing NHS Records

St Teresa's Hospice is a local, independent charity, and we are not part of the NHS, but we do work very closely with all NHS services in the South Durham and North Yorkshire area. We are also part of the NHS records system. This allows us to share information securely with your GP and other care professionals. In accordance with NHS guidance, the hospice has an appointed Caldicott Guardian; a senior member of staff responsible for protecting patient confidentiality and enabling appropriate sharing.

How Do We Keep Your Records Confidential?

Everyone working for St Teresa's Hospice follows strict policies around confidentiality and storage of information. We have a duty to:

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

SystmOne is a clinical computer system. It lets NHS staff record patient information securely using a smart card. All electronic records can only be accessed by staff members who have a smart card. Smart cards are only allocated to approved individuals and are never shared. A smart card is like a bank card with a chip and PIN.

Sharing Information About You

The sharing of sensitive personal information is strictly controlled by law. We will consult you before information about you is shared to ensure we act with your consent. If you are unable to consent for any reason, we will only share information where it is in your best interests to do so.

With your consent, information may be shared with:

- Other professionals involved in your care.
- Your relatives, partners or friends who act as a carer for you.
- Social services and local authorities.
- Voluntary sector providers.
- Regulators.

We are sometimes asked for medical reports by solicitors. In these cases, we will always obtain your written consent to disclose the information.

There may be times when we need to share information without consent:

- Where there is a risk of harm to you or other people.
- Where we have been instructed to do so by a court.
- To control infectious diseases.
- Where we are legally required to do so (for example, to support the investigation and prosecution of offenders or to prevent a serious crime).

How Your Records May Be Used To Help The Hospice

Your health records allow us to review the care we provide to make sure it is of the highest possible standard and meets Care Quality Commission standards.

Some information we hold about you may be shared with other professionals or organisations, for example:

- To provide statistical information to NHS Commissioners.
- To train and teach healthcare professionals.
- To plan for future hospice services.

What If I Cannot Make The Decision Myself?

If you are no longer able to make decisions yourself, for example, this may be because you are too unwell or your condition has affected your memory, we will share information with either your next of kin or designated power of attorney for health and welfare via a “best interest” meeting.

Anonymised Information

Some information we have to share for statistical purposes, and in these instances, we take strict measures to ensure you cannot be identified.

The National Data Opt-Out Scheme

The national data opt-out gives everyone the ability to stop health and adult social care organisations from sharing their confidential patient information for reasons other than providing their individual care and treatment. The national data opt-out only applies where the data processing relies upon Regulation 5 of the Control of Patient Information Regulations 2002.

Can the Income Generation Team Access My Clinical Information?

No, the Income Generation Team holds a completely separate database for people who donate to St Teresa's Hospice. They cannot see or access any clinical information.

Your Rights

You have the right of access to your personal data by emailing us at **hello@darlingtonhospice.org.uk** or calling **01325 254321**.

If you have any concerns or complaints about how we are handling your personal data please do not hesitate to get in touch. If you would like any further information please contact the Data Protection Officer at St Teresa's Hospice on **01325 254321** or email **dataprotection@darlingtonhospice.org.uk**.

This policy is written in accordance with the General Data Protection Regulation (GDPR) 2018.

For more information or to access our support please speak to your doctor or other healthcare professional. You are also welcome to contact us directly.

The Woodlands, St Teresa's Hospice
91 Woodland Road Darlington, DL3 7UA
Phone: **01325 254 321** | Email:
hello@darlingtonhospice.org.uk

For more information about our services visit
www.darlingtonhospice.org.uk.

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St Teresa's Hospice is a registered charity (no: 518394) trading under the name 'Darlington & District Hospice Movement'. It is a limited company (no: 02080756) registered in England at The Woodlands, 91 Woodland Road, Darlington, DL3 7UA.