



St Teresa's
Hospice



Privacy Policy

Why we collect information
about you and how it is used.

Our Commitment

St Teresa's Hospice aims to provide the highest quality of care. To do this we keep records about you, your health and the care we provide or plan to offer you.

We have a legal duty to keep information about you confidential and secure. This helps us provide safe, effective care and ensures your privacy is respected.

This means that:

- 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.

What is Personal Information?

We record information about you and the care we provide to support your treatment and wellbeing. This includes details of any contact we have had with you such as home visits, attendance at our wellbeing groups, complementary therapy or counselling appointments and any admissions into the hospice.

Your record may include sensitive information such as your medical needs, test results, mental health and other details necessary for your care. In addition, relevant information from those who know you well (for example, family members or other health professionals) may be included to help us understand your needs and provide safe, appropriate care.

How Do We Use This Information?

This information is held securely on a computer system, in paper records or both. It forms part of your care record and is protected in line with the General Data Protection Regulation (GDPR) 2018 to keep your privacy and safety at the centre of everything we do.

We use your information to:

- provide appropriate care by giving the staff caring for you access to up-to-date and accurate information.
- update other professionals who may become involved in your care, such as community nurses and your GP.
- review and continuously improve the quality of care we provide.
- contact your next of kin or main carer, when needed.
- offer support services such as bereavement and family support.

Your NHS Record

St Teresa's Hospice is a local, independent charity, and we work very closely with NHS services in Darlington, South Durham, and North Yorkshire. We use the NHS records system called SystmOne, which allows us to view and 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.

SystmOne is a clinical computer system that allows approved staff to review and record patient information securely. Access is only possible via a personal smart card, which is never shared. The hospice also stores some information on their own secure electronic system, which has restricted access.

Paper records are stored in locked cabinets, which are only accessible to approved staff, or scanned into the electronic record then destroyed.

These measures ensure your information is kept confidential and secure at all times.

Sharing Information About You

The sharing of sensitive personal information is strictly controlled by law. We will always consult you before information is shared and we will only share it with your consent. If you are unable to give consent we will only share information where it is in your best interests.

With your consent, information may be shared with:

- other professionals or organisations involved in your care.
- your relatives, partners or friends.
- regulators.

If medical reports are requested by solicitors, we will always obtain your written consent before disclosing any information.

What If I am unable to provide consent?

If you are no longer able to make informed decisions for yourself (for example, due to illness or memory loss) we will share information in consultation with your next of kin or designated Power of Attorney for Health and Welfare. We will always act in your best interests and involve those who know you best in decisions about your care.

How Your Records May Be Used To Help The Hospice

Your health records allow us to review and monitor the care we provide, ensuring it meets the highest possible standards and Care Quality Commission requirements. Some information may also be used to:

- provide statistical information to our funders.
- train and support healthcare professionals.
- plan and develop future hospice services.

All information used in this way is anonymised so that you cannot be identified.

We are also required to provide data to NHS commissioners. This may include personal identifiable information. For more details about how NHS Commissioners protect your information, please view their privacy notice online at www.northeastnorthcumbria.nhs.uk.

Your Rights

Under GDPR you have the right to:

- see your records.
- correct any inaccuracies.
- request how your information is used.

If you have questions or concerns, please speak to a member of staff or our designated Data Protection Officer.

The national data opt out allows you to choose whether your confidential patient information is used for purposes other than your direct care. This only applies where the data processing relies on Regulation 5 of the Control of Patient Information Regulations 2002. Please speak to a member of staff or our designated Data Protection Officer for more information.

Can the Hospice 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.

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For more information about our services visit

www.darlingtonhospice.org.uk

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