

7 Your information rights

You have the right to:

- **Know how you will use your personal information.** That is what this leaflet aims to let you know.
- **Access your medical records - the 'right of access to personal data'.** If you want to do this, please talk to one of the hospice nurses responsible for your care.
- **Object to us making use of information.**
- **Ask us to change or restrict the way in which we use information.** We are obliged to agree if it is possible to do so.
- **Include any corrections you want to make in the record.**

8 Who do I contact if I would like to know more or have concerns?

If you would like to know more about how we use your information, or if you have concerns about it, please speak to one of your hospice nurses.

Alternatively, you can contact the Caldicott Guardian in writing at the address below.

Jan Lamb
Clinical Lead
Caldicott Guardian
Hospice at Home Carlisle and North Lakeland
Valley Court
Barras Lane
Dalston, Cumbria, CA5 7NY

01228 603208

Hospice at Home
Carlisle and North Lakeland

YOUR INFORMATION & how we use it



Your Information: How we use and keep it

We receive a lot of personal information about you from you, your family and other services. We need this information so that we can provide you with proper care and treatment.

Members of the hospice team looking after you may share your personal information with each other. This team may include nurses, doctors, therapists, pharmacists and clerical support staff, other health and social care professionals who are looking after you.

1 How your records are used to help you

All hospice health and social care professionals involved in your care need to have accurate and up-to-date information to assess your condition and to give you the best possible treatment and care.

Your records allow us to review the care we provide to make sure it is of the highest possible standard and meets all your healthcare needs.

2 We may need to share information about you so we can all work together for you

Members of the hospice team looking after you may share with each other, for example, details about you and your family's contact details and notes and reports about your health and the care you need.

Often it is necessary to share your information with professionals in other services who may be directly involved with your care or if you need treatment elsewhere. Your information will only be made available if there is a genuine need to do so. Such professionals might, for example, include GP's, clinical nurse specialists, ambulance services, and social care services.

You may ask for information to be transferred to another service, and we will always agree to transfer the information requested, unless there is a good reason why we cannot. If so, we will explain the reason fully to you.

We will not share information about you with your family or friends without your consent.

Sometimes we have to pass on information by law, for example:

- Finding an infectious disease that might endanger the safety of others
- Where a formal court order has been issued
- Information about you may be shared if you are involved in an emergency situation or in response to a formal written request by you or your legal guardian.

3 How you can help us to make sure we always hold the correct information about you

You can help us by:

- Giving our staff the right details about yourself and
- Letting us know if any of your details are not right or have changed recently.

4 How your records may be used to help the hospice

Your records allow us to review the care we provide to make sure it is of the highest possible standard and meets all the healthcare needs.

Some information we hold may be shared with other professionals or organisations. For example:

To train and teach health and social care professionals or

To provide statistical information to national organisations with legitimate interests in healthcare and its management

When we use your records in this way, we remove or disguise identifiable personal information about you wherever possible.

If removal of identifiable personal information is not possible, we will ask you directly for your consent to disclose it. Your decision can be given verbally or in writing. Your wishes regarding this information will be respected.

5 How we keep your records safe and confidential

Everyone working for the hospice or who receives information from us has a legal duty to keep information about you confidential.

They are monitored by the Caldicott Guardian, our Clinical Lead.

responsible for ensuring that patients' rights to confidentiality are respected. The Caldicott Guardian also ensures our information security and compliance with the Data Protection Act 1998.

6 How long does the hospice keep health records?

We keep most records for eight years, unless the law requires them to be kept for longer.

If we are told about a formal enquiry or legal action, we will keep the records until they are no longer required.