

How do we share information about you?

We may share information about you with the following main partner organisations to ensure that your health care needs are fully supported and communicated:

- NHS commissioners of care - in particular the organisation who referred you to us.
- other providers involved in your care - such as a hospital, GP and community services such as District Nurses.

We can also share your information, with your consent and subject to strict sharing protocols about how it will be used, with:

- social services
- education services
- local authorities
- voluntary sector providers
- private sector providers

We can also share your information, with your consent, with others that need to use records about you to:

- check the quality of treatment or advice we have given you
- protect the health of the general public
- manage the services we provide
- help investigate any concerns or complaints you or your family have about your care.

Some of the information we have to share is used for statistical purposes. In these instances, we take strict measures to ensure that individual service users cannot be identified.

Anyone who receives information from us also has a legal duty to keep it confidential.

If you do not wish for your personal data to be used or shared in the way that is described in this leaflet, please discuss the matter with us. You have the right to ask us to stop using or sharing your data, but this may affect our ability to provide you with safe care or advice.

If you require this leaflet in a different format or you need further information or assistance, please ask to speak to our Director of Quality and Patient Care. Alternatively, if you have any other questions about your personal data, you can contact our Data Protection Officer, using the details on the back of this leaflet.

About Ashgate Hospice

As a charity, Ashgate Hospice provides care to patients across North Derbyshire at the hospice and in the community, all free of charge.

For patients with the most complex of needs, we have an Inpatient Unit. However, most of our patients are cared for at home and can attend our Day Hospice if their symptoms need close monitoring. We have a team of specialist nurses and healthcare professionals who visit patients at home. This enables patients to stay in familiar surroundings for as long as possible.

Ashgate Hospice is mainly funded through donations, gifts in Wills and income raised through our shops and coffee shops. Patients with any life-limiting illness can access Ashgate Hospice's specialist services through a referral, normally from their GP.



How we use your health records

Information for patients and visitors

Contact

Ashgate Hospice,
Ashgate Road,
Old Brampton,
Chesterfield,
Derbyshire S42 7JD

01246 568801

DPO@ashgatehospice.org.uk

www.ashgatehospice.org.uk

For review April 2024



How do we use your health records?

This leaflet explains some of the processes in place for the use of your health records at Ashgate Hospice, including:

- why we collect information about you
- how your records are used
- how we keep your records confidential
- your rights
- how we share information about you.

Why do we collect information about you?

We aim to provide you with the highest quality of health care. To do this, we must keep records about you, your health, and the care we have provided, or plan to provide, to you.

These records include:

- basic details about you, such as your address, date of birth, or next of kin
- contact we have had with you, such as appointments and home visits
- notes and reports about your health

- details and records about your treatment and care
- results of x-rays, laboratory tests and other medical information
- relevant information from people who care for you and know you well, such as health professionals and relatives.

We follow NHS good practice and will:

- discuss and agree with you what we are going to record about you
- give you a copy of letters we are writing about you
- show what we have recorded about you, if you request this.

How are your records used?

We use your records to:

- provide a good basis for any treatment or advisory services we provide to you
- allow you to work with us when we provide treatment or advice
- make sure your treatment is safe and effective and the advice we provide is appropriate and relevant to you
- work effectively with others who provide you with treatment or advice.

How do we keep your records confidential?

We have a duty to:

- maintain full and accurate records of the care we provide to you
- keep your records confidential, secure, accurate and up to date
- provide information in a format that is accessible to you (for example, in large type/Braille if you are partially sighted, different languages, etc.).

We will not share information that identifies you for any other reason, unless:

- you ask us to do so
- we ask and you give us specific permission
- we must do this by law
- we have special permission because we believe that the reasons for sharing are so important that they override our obligation of confidentiality (for example, to prevent someone from being seriously harmed).

What are your rights?

You have the right to:

- confidentiality under the Data Protection Act 2018, Human Rights Act 1998, the common law duty of confidentiality and the Equality Act 2010
- know what information we hold about you, what we use it for and, if the information is to be shared, who it will be shared with
- apply for access to the information we hold about you.

What are your rights to access the information we hold about you?

These include:

- the right to obtain a copy of your record
- the right to have access to your information and to have it explained where necessary, for example the meaning of abbreviations.

Copies of information are provided free of charge.

How do you obtain a copy of your record?

- Ask any of our staff or volunteers if you would like a copy of your information. You can put this in writing or email, but we can accept a verbal request.
- Your request will need to include enough information to enable us to identify your records correctly.
- Please give your full name, address, date of birth or NHS number, if known.

- Information is provided free of charge. If your request is excessive or you require additional copies of the same information, we may charge a reasonable administration fee. This will be discussed and agreed with you first.

We shall respond to you within 21 days of receiving your request. We have one month to respond by law, and a further two months if your request is complex.

- You may be required to provide proof of your identity before any information is released to you, if we do not already know you.

To see the full details of your rights, please go to the Privacy Policy on our website:

www.ashgatehospice.org.uk/privacy-policy

Our guiding principle is that we hold your records in strict confidence



Once you receive your records, if you believe any information is incorrect, please inform us.