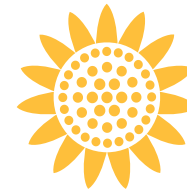
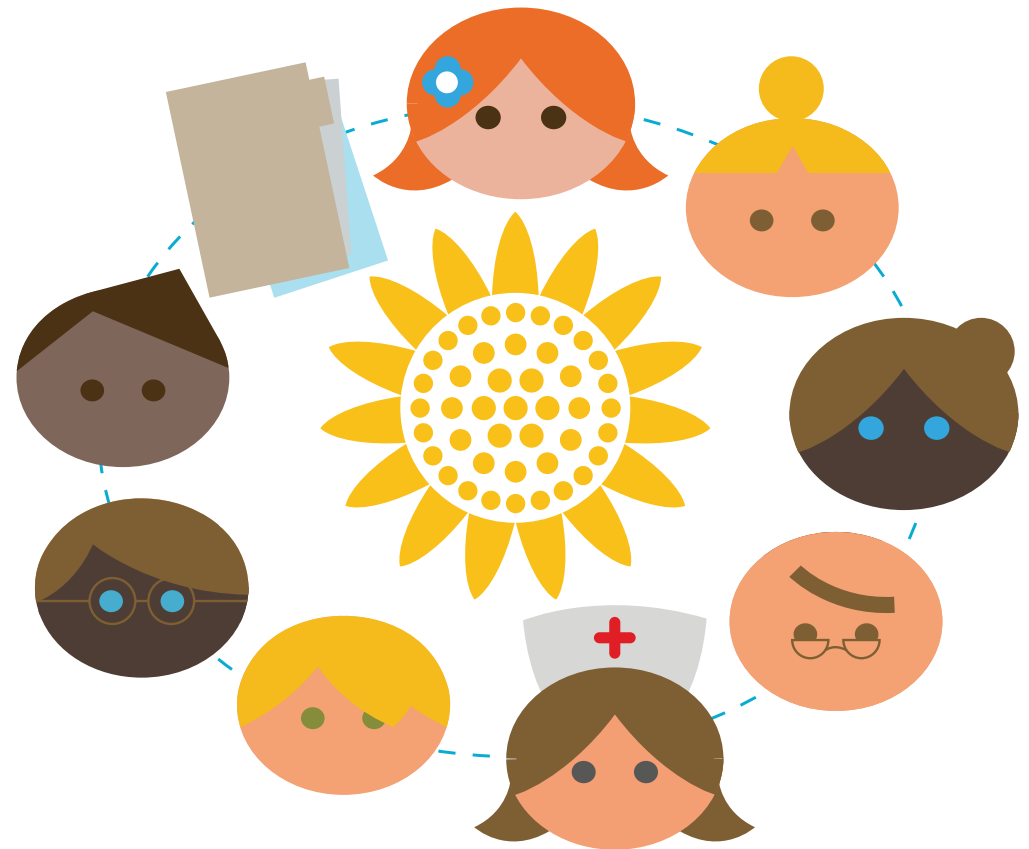


St Leonard's Hospice
Caring for Local People



How we use your health records



	Hospice 01904 708553
	stleonardshospice.org.uk enquiries@stleonardshospice.org.uk
	185 Tadcaster Road, York YO24 1GL
	@SLHYork
	/stleonardshospiceyork
	stleonardshospice
<p>St. Leonard's Hospice York, is a registered charity, no. 509294 and a company limited by guarantee, registered in England and Wales, no. 01451533</p> <p style="text-align: right;">27/01/20</p>	

Registered with



FUNDRAISING
REGULATOR

Why we collect information from 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 care we have provided or plan to provide.

These records may include:

- Basic details about you, such as address, date of birth, 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 etc.
- Relevant information from people who care for you and know you well, such as health professionals and relatives

Following NHS good practice we will:

- Discuss and agree with you what we are going to record about you
- Show you what we have recorded about you, including letters, if you ask

How your records are used

We use your records to:

- Provide a good basis for any treatment or advisory services we provide to you
- Allow us to work with you 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 providing you with treatment or advice

How we keep your records confidential

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

Who we may share information with

We may share information about you with the following:

- NHS commissioners of care – in particular the organisation that referred you to us for treatment, assistance or advice
- Other providers involved in your care – such as a hospital or your GP

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

We may also share your information, 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 may also share your information 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 health service
- Help investigate any concerns or complaints you or your family have about your health care

Other reasons why your information may be shared:

- We have to 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 (e.g. to prevent someone from being seriously harmed)

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

If you do not wish personal data that we hold about you 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 object, but this may affect our ability to provide you with care or advice.

Your rights

In law you have the right to confidentiality. You have the right to 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. You also have the right to have any inaccurate data corrected and for data to be erased.

You have the right to apply for access to the information we hold about you. The access covers:

- The right to obtain a copy of record in permanent form
- The right to have the information provided to you in a way you can understand (and have explained where necessary, e.g. abbreviations)
- The right to provide information in a format that is accessible to you (e.g. in large type if you are partially sighted)

Where you agree, your right to access may be met by enabling you to view the record without obtaining a copy.

Obtaining a copy of your record:

- Send your request in writing to the Hospice Chief Executive
- Your request must include sufficient information to enable us to correctly identify your records (e.g. full name, address, date of birth, NHS number – if known)
- We will respond to you within one month of receiving your request
- You will be required to provide a form of ID before any information is released to you

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

If you require this leaflet in a different format or you need further information or assistance please contact St Leonard's Hospice reception on 01904 708 553.