

# How St Luke's Hospice Plymouth manages your personal information



This leaflet explains why St Luke's collects personal information about you and how we will use it to deliver the best possible care.

[www.stlukes-hospice.org.uk](http://www.stlukes-hospice.org.uk)



### **What is your personal information?**

St Luke's keeps personal information about you, your health and any treatment and care that you receive to help ensure that you receive the best possible care from us. These records may be written down (paper records), or held on computer.

These records may include:

- Demographic information about you, such as your name, date of birth and address
- Identifiers, such as your personal hospital number and NHS number
- Information about your health
- Information about the care and treatment you receive
- Results of investigations
- Information supplied by health care professionals who are involved in your care

### **Why do we ask for your information?**

We ask for information about you so you can receive proper care and treatment. This personal information forms part of your health record and will need to be kept in case we need to see you again.

We may also ask for other information, e.g. whether you have a disability, your religion or beliefs, sexuality and race. If you follow a particular religion, there may be ways in which we can help you observe these during any treatment you have or if you have a disability we will know that you may require additional support. It is important we have as complete a picture of you as possible to ensure that we are aware of and can plan to meet any particular care needs.

### **What do we do with your information?**

St Luke's must manage your personal information in line with the Data Protection Act 1998.

Staff involved in your treatment need to have accurate and up to date information to assess your health and provide you with care.

You may receive care from non St Luke's staff (e.g. NHS or Social Services) with whom it is necessary to share information about you in order to provide your care. Your information will only be made available for direct care purposes and where your consent is needed we will contact you for permission.

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

- When an infectious disease is encountered that may endanger the safety of others (such as meningitis or measles (but not HIV/AIDS)
- Where a formal court order has been issued

All hospices are assessed by the CQC (Care Quality Commission), which is an independent regulator of health and social care in England. As part of this process, the professional assessors will visit and look at a small number of health records and incident report forms. The assessors are not concerned with individual patient details and they don't take them away. If you wish to object to your records being made available during an assessment, please notify us.

### **How does your information help us to improve services?**

We may use your information to help look after the health of the general public and to make sure that our services can meet future patient needs.

Your information may also be used to help us to:

- Review the care we provide to ensure it is of the highest standard
- Teach and train healthcare professionals
- Conduct health research and development
- Investigate complaints, legal claims or untoward incidents

When your information is used for service improvement, it will always be anonymised, which means it is impossible to identify you personally.

### **How do I know information about me will be kept in a confidential way?**

Your personal information is valuable, so you should treat it just as you would any valuable item.

We must comply with the principles of the Data Protection Act 1998 and take the confidentiality of your information very seriously. All our staff undertake regular training and maintaining confidentiality is outlined in job descriptions and contracts of employment.

We ensure the security of your information held on our computer systems and areas where paper records are held are robust to prevent unauthorised access or modification.

## What are your information rights?

You have the right to know how we will use your personal information and ask us to consider changing the way we use it.

The information we hold about you is to care effectively, if you have any concerns about the information held or shared please speak to your St Lukes Health Care professional. The Data Protection Act 1998 gives you the right to apply to see any personal information held or anything written about you in your health record.

The Access to Health Records Act 1990 gives a patient's representative the right to access the health records of that patient if they have died.

For further information and application forms for obtaining copies of your personal information, please contact:

Director of Clinical Services, St Luke's Hospice Plymouth, Stamford Road,  
Turnchapel, Plymouth, PL9 9XA

Please note that there will be a charge levied in respect of obtaining copies of personal information.

For information on Care Data please, please contact your GP Practice or use the link below:

<http://www.nhs.uk/NHSEngland/thenhs/records/healthrecords/Pages/care-data.aspx>

## Further Contacts and Information

If you have any questions, then we would be happy to discuss this further with you. Our contact details are below:

**Information Governance Team** | [infogov@stlukes-hospice.org.uk](mailto:infogov@stlukes-hospice.org.uk)

**Information Commissioner's Office** | [www.ico.gov.uk](http://www.ico.gov.uk)

**Care Quality Commission** | [www.cqc.org.uk](http://www.cqc.org.uk)

Health and Social Care Information Centre  
St Luke's Hospice Plymouth  
Stamford Road  
Turnchapel  
Plymouth  
PL9 9XA  
Telephone: **01752 401172**

If you need this leaflet in any other formats or languages, including braille, please contact us and we will provide as necessary.



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