



St Luke's  
Hospice Plymouth



## Information Protection

How we use and protect your private information

### **Why and how do we collect your information?**

We may ask for or hold personal confidential information about you which will be used to support delivery of appropriate care and treatment. The legal basis for holding this is that it is necessary for the performance of a task in the public interest. These records may include basic details, such as name, address, date of birth, next of kin, contact we have had, details of treatment and care, test results, plus information from people who care for you and know you well, such as health professionals and relatives. It may also include personal sensitive information, such as sexuality, race, religion or beliefs, disabilities, allergies or health conditions.

This information assists staff involved in your care to deliver appropriate treatment and care to meet your needs. Information is collected in a number of ways - via your healthcare professional, via the hospital, referral details from your GP or directly given by you.

### **How do we use this information?**

We use this information to help inform decisions that we make about your care, ensuring your treatment is safe and effective and to work effectively with other organisations who may be involved in your care. To ensure our services can meet future needs. To review care provided to ensure it is of the highest standard possible. To train healthcare professionals. For research and audit. Where possible, when using information to inform future services and provision, non-identifiable information will be used. It helps you because accurate and up-to-date information assists us in providing you with the best possible care.

### **How is information retained and kept safe?**

Information is retained in secure electronic and paper records and access is restricted to only those who need to know. The Data Protection Act 2018 regulates the processing of personal information, and strict principles govern our use of information and our duty to ensure it is kept safe and secure. St Luke's Hospice Plymouth is registered with the Information Commissioners Office (ICO).

### **How do we keep information confidential?**

Everyone working for St Luke's is subject to the Common Law Duty of Confidentiality, the Data Protection Act 2018 and the General Data Protection Regulations. Information provided in confidence will only be used for the purposes to which you consent, unless there are other circumstances covered by the law. Under the Confidentiality Code of Conduct, all staff are required to protect information, inform you of how your information will be used and allow you to decide if and how your information can be shared. All our staff are required to undertake annual training in data protection, confidentiality, and IT/cyber security, with additional training for specialist teams, such as healthcare staff, data protection officers and IT staff.

### **Who will the information be shared with?**

To provide you with the best care possible, sometimes we will need to share information about you with others. We may share your information with a range of health and social care organisations and regulatory bodies. Information sharing is governed by specific rules and law.

## **Sharing information with non-NHS organisations**

We may also need to share information from your records with non-NHS organisations. We will not disclose any health information to third parties without your explicit consent, unless there are exceptional circumstances, such as when the health or safety of others is at risk or where the law requires the disclosure of information. Non-NHS organisations may include, but are not restricted to: Social Services, local authorities, the police and private sector providers. You have the right to refuse/withdraw consent to information sharing at any time. We will fully explain the possible consequences to you, which could include delays in you receiving care.

## **Can I access my information?**

Under the Data Protection Act 2018 and the General Data Protection Regulations 2016 a person may request access to information (with some exemptions) that is held about them by an organisation. For more information on how to access the information we hold about you, please visit [www.stlukes-hospice.org.uk/data](http://www.stlukes-hospice.org.uk/data)

## **Contacting us about your information**

Each organisation has a person responsible for protecting the confidentiality of your information and enabling appropriate sharing. This person is known as the Caldicott Guardian. You can contact St Luke's Hospice Plymouth Caldicott Guardian by using the Contact Us section of our website. If you need any further information please contact the Data Protection Officer at [dpo@stlukes-hospice.org.uk](mailto:dpo@stlukes-hospice.org.uk) or write to us, St Luke's Hospice Plymouth, Stamford Road, Turnchapel, Plymouth, PL9 9XA

## **The Devon and Cornwall Care Record**

Health and social care services in Devon and Cornwall have developed a system to share patient data efficiently and quickly and, ultimately, improve the care you receive.

This shared system is called the Devon and Cornwall Care Record.

It's important that anyone treating you has access to your shared record so they have all the information they need to care for you. This applies to your routine appointments and also in urgent situations such as going to A&E, calling 111 or going to an out-of-hours appointment.

It's also quicker for staff to access a shared record than to try to contact other staff by phone or email.

Only authorised health and care staff can access the Devon and Cornwall Care Record and the information they see is carefully checked so that it relates to their job. Also, systems do not share all your data – just data that services have agreed is necessary to include.

For more information about the Devon and Cornwall Care Record, please go to <https://www.devonandcornwallcarerecord.nhs.uk/>

## Recording of telephone calls

Telephone call recordings are currently used within our Single Point of Access Service.

When you telephone our Single Point of Access Service we will make it clear to you that the call is being recorded .

Telephone calls that contain only administrative information, such as inquiries about appointments, are only retained for 6 weeks and are then routinely deleted.

Telephone calls, or transcripts of calls, or elements of the discussion you have with the clinicians that contain clinical information will be added to your medical records.

The recordings are stored on the St Luke's Hospice Plymouth telephone system, provided by3CX, and are protected through the companies GDPR Policy.

These recordings will not usually be shared outside of the organisation, unless there is a need to share some clinical information with other groups of professionals involved in the provision of your care. This information will only be passed on to those who have a need-to-know and will be shared in a secure manner.

If we hold recordings that have not been deleted, you can ask for copies by putting a request to the Data Protection Officer.

If you do not wish for the telephone call to be recorded then please tell the member of staff at the time, and a call back without recording will be arranged.

People who have access to your information will only have access to that which they need to fulfil their roles, for instance admin staff will normally only have limited access to your information, whilst your clinical team will be able to access the full record. All access to your information is logged within the system and is audit-able.

You have the right to object to us sharing your data.

St Luke's respects your right and will uphold this request where it is legal and safe to do so.