



## What is the purpose of this leaflet?

***The purpose of this leaflet is to answer questions frequently asked about how we use and protect your personal and health information.***

### Why do we collect information about you?

The doctors and other health professionals caring for you keep records about your health and any treatment and care you receive from Phyllis Tuckwell. These help ensure that you receive the best possible care from us. They may be written down (manual records), or held on a computer. The records may include:

- basic details about you, such as address and next of kin,
- contacts we have had with you, such as Out-Patient clinics or visits to your home,
- notes, records and reports about your health and any treatment and care you need or receive,
- results of investigations, such as X-rays and laboratory tests,
- relevant information from other health professionals, relatives or those who care for you and know you well.

### How are your records used to help you?

Your records are used to guide Hospice Care staff in administering the care you receive to ensure:

- your doctor, nurse or any other healthcare professionals involved in your care have accurate, up-to-date information to assess your health and decide what care you need,
- full information is available should you see another doctor, or be referred to a specialist or another hospital,
- there is a good basis for assessing the type and quality of care you have received,
- your concerns can be properly investigated if you need to complain.

### How are your records used to help Phyllis Tuckwell?

Your information may also be used to help us:

- make sure our services can meet patient needs in the future,
- look after the health of the general public,
- review the care we provide to ensure it is of the highest standard,
- teach and train healthcare professionals,
- audit Hospice Care services and accounts,
- prepare statistics on our performance,
- conduct health research and development,
- investigate complaints, legal claims or untoward incidents.

Some of this information is used for statistical purposes and stringent measures are taken to ensure that individual patients cannot be identified. Anonymous statistical information may also be passed to organisations with a legitimate interest, including universities, GP commissioning groups and research institutions.

Where it is not possible to use anonymised information, personally identifiable information may be used for essential purposes. One example is that we are regulated by the Care Quality Commission. If requested, we are required to pass your contact details to them, so they can gather information about how well we care for you\*.

These may include research and auditing services. This will only be done with your consent, unless the law requires information to be passed on to improve public health.

### How do we keep your records confidential?

**Everyone working for Phyllis Tuckwell Hospice Care has a legal duty to keep information about you confidential.**

You may be receiving care from other organisations as well as Phyllis Tuckwell (like the NHS or Social Services). We may need to share some information about you so we can all work together for your benefit. We will only ever use or pass on information about you if others involved in your care have a genuine need for it. We will not disclose your information to third parties without your permission unless there

# Your Health Care Record

are exceptional circumstances, such as when the health or safety of others is at risk or where the law requires information to be passed on.

Anyone who receives information from us is also under a legal duty to keep it confidential. We are required by law to report certain information to the appropriate authorities. This is only provided after formal permission has been given by a qualified health professional and, where practical, we will seek to inform you. Occasions when we must pass on information include:

- where we encounter infectious diseases which may endanger the safety of others, such as meningitis, TB or measles (but not HIV/AIDS),
- where we are legally obliged to or a formal court order has been issued.

## how can you get access to your own health records?

The Data Protection Act 1998 allows you to find out what information about you is held on computer and in certain manual records. This is known as "right of subject access." It applies to your health records.

If you want to see them you should make a written request to the Phyllis Tuckwell Medical Director. You are entitled to receive a copy but should note that a charge may be made. You should also be aware that in certain circumstances your right to see some details in your health records may be limited in your own interest or for other reasons.

## Further information

If you would like to know more about how we use your information or if, for any reason, you do not wish to have your information used in any of the ways described in this leaflet, please speak to the health professionals concerned with your care.

*Our guiding principle is that we are holding your records in strict confidence.*

\* If you don't want us to pass your contact details to the CQC, you may opt out from this. Just let us know.

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