

## How you can access a copy of your health records

The Data Protection Act gives you a right to access the Information we hold about you on our records. You can request to see your information at an appointment or request copies as follows:

Your request must be made in writing to the Hospice C.E.O. For information from the hospital or your GP you should contact them directly.

- Information is provided free of charge. If you require a large amount of information we may charge a reasonable administration fee, but this will be discussed and agreed with you first
- We are required to respond to you within 21 days of receiving your request
- You will need to give adequate information (e.g. full name, address, date of birth. NHS number etc) so that your identity can be verified and before any information is released to you.

### Who is the data controller?

The Data Controller, responsible for keeping your information confidential is:

Louise Furmston  
Macmillan Information & Support Manager  
Blythe House Hospice  
Eccles Fold  
Chapel en le Frith  
SK23 9TJ  
Tel: 01298 815388



### Your rights

You have the right to confidentiality under data protection law, Human Rights Act 1998, the common law duty of confidence and the Equality Act 2010.

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 have the right to apply for access to the information we hold about you.

#### Access covers

- The right to obtain a copy of your record in permanent form
- The right to have the information provided to you in a way you can understand (and explained where necessary, e.g. abbreviations).

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

**If you require this leaflet in a different format or need further information please ask a member of our staff.**



## How we use your personal information





## Why 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 may include:

- Basic details such as name, address, date of birth, next of kin
- Details of appointments
- Notes and records about your health
- Details of your treatment and care
- Results of tests including blood results, scans etc.
- 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
- Show you what we have recorded about you, if you ask
- Give you a copy of letters we are writing about you, if you ask.

How your records are used:

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

## Who might we share personal information with?

We may share information 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 that referred you to us for treatment, assistance or advice
- Other providers involved in your care – such as a hospital or your G.P.

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

- Education Services
- Social Services
- Local Authorities
- Voluntary Sector Providers
- Private Sector Providers.

We may 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 to you
- Protect the health of general public
- Manage the health service
- Help investigate any concerns or complaints you or your family have about your health care.

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 this 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.



## How 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 (e.g. in large print, 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 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).

Everyone working within healthcare has a legal duty to keep information about you confidential.

Blythe House Hospicecare has policies and procedures in place to ensure that information about you is handled and used in a confidential manner, and training is provided to all employees.