



Privacy Notice - Patient Information

This leaflet explains your rights on how we use information about you, how we keep your information safe and confidential, and how you can access your health records.

Who we are:

We are a hospice, providing a range of palliative care and end of life services to the communities within South Warwickshire and the North Cotswolds. The hospice is a charity and we are registered with the Charity Commission (registered charity no. 1064091).

We provide a wide range of services including:

- Day Hospice
- Hospice at Home
- Adult Counselling
- Complementary Therapies
- Chaplaincy
- Transitional Care Services
- Young person's services, including young carers, bereavement support and youth and community volunteering/work experience.

What is a privacy notice?

A privacy notice is a statement produced by The Shakespeare Hospice to patients, service users, family, carers, visitors, the public and staff, that describes how we collect, use, retain and disclose personal information which we hold. It is sometimes also referred to as a Privacy Statement, Fair Processing Statement or Privacy Policy.

The Shakespeare Hospice recognises the importance of protecting personal and confidential information in all that we do and takes care to meet its legal and regulatory duties. This notice is one of the ways in which we can demonstrate our commitment to our values.

The Shakespeare Hospice's is registered under the Data Protection Act 1998 registration no is Z6383074, and any data collected will be used and held in accordance with the requirements of the Data Protection Act 1998.

Who are we governed by?

Department of Health
Information Commissioner's Office
Care Quality Commission
Charity Commission



Our healthcare professionals and some registered support staff are also regulated and governed by professional bodies including numerous royal colleges.

Why do we collect information about you?

When you are referred to our services we may ask for or hold personal confidential information about you, which will be used to support the delivery of appropriate care and treatment. Your doctor, as well as other health and social care professionals looking after you, record details of your health and any treatments or services you have received. This, alongside information that you may be able to directly provide, enables us to ensure that your care, from our hospice team, is truly individualised and meets all of your specific needs, we can therefore provide you with the highest quality of care.

What types of information do we have about you?

The information we hold about you could include:

- basic details, such as your name, address, next of kin and medical history
- any contact we have had with you and when you have visited us
- notes and reports about your health and any treatment you have received, either from us or other healthcare providers
- 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, your religion or beliefs, and whether you have a disability, allergies or health conditions. It is important for us to have a complete picture, as this information assists staff involved in your care to deliver and provide improved care and to deliver appropriate treatment and care plans, to meet your needs.

Where do we get your information from?

Your information is collected in a number of ways; from your health or social care team when you are referred to our services (this is normally your district nurse, GP or hospital consultant). Alternatively, you may have self-referred to our hospice and therefore information will have been obtained directly from you.

How do we use your information?

Broadly your health records are used as a guide to help us to plan the care that you will receive from our hospice, however the information can also be used in many ways:

- To help inform decisions that we make about your care.
- To ensure that your treatment is safe and effective.
- To work effectively with other organisations who may be involved in your care.

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- To investigate any concerns or complaints you may have, either about your care or the standards of any health or social care professionals looking after you.

We may share your information with other health and social care providers when it is in your best interests. For example, this may be information provided to your doctor about the care that you have received from our hospice; it may be to a hospital or another health or social care service, where we consider that you would benefit from their involvement. We will speak to you about any referrals that we recommend and the reasons for them.

In some cases, we use your anonymised information (by removing anything that identifies you) for:

- To support the health of the general public.
- 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.
- To prepare statistics on our performance.
- To monitor how we spend money.
- To share with external regulators, e.g. The Care Quality Commission (CQC)

How information is retained and kept safe?

Information is retained in secure electronic and paper records and access is restricted to only those who need to know. Our staff are expected to adhere to strict contractual conditions that are underpinned by our sharing and processing of information agreements that are in place.

The Data Protection Act 1998 regulates the processing of personal information. Strict principles govern our use of information and our duty to ensure it is kept safe and secure. The Shakespeare Hospice is registered with the Information Commissioners Office (ICO). Details of our registration can be found at <https://ico.org.uk/esdwebpages/search> . Enter our registration number (Z6383074) and click 'search register'.

Technology allows us to protect information in a number of ways, in the main by restricting access. Our guiding principle is that we are holding your information in strict confidence.

How do we keep information confidential?

Everyone working for The Shakespeare Hospice is subject to the Common Law Duty of Confidentiality and the Data Protection Act 1998. Information provided in confidence will only be used for the purposes to which you consent to, unless there are other circumstances covered by the law.

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. This will be noted in your records.



All staff are required to undertake annual training in data protection, confidentiality, IT/cyber security, with additional training for specialists, such as the data protection officers and Caldicott Guardian.

Once your care/contact with The Shakespeare Hospice has ceased your clinical records are retained for a certain period of time, dependent upon the type of record. These retention schedules are detailed within the Records Management Code of Practice for Health and Social Care Staff 2016, accessible via: <https://digital.nhs.uk/codes-of-practice-handling-information>

Who will the information be shared with?

To provide 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. You may be contacted by any one of these organisations for a specific reason; they will have a duty to tell you why they have contacted you. Information sharing is governed by specific rules and law. 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.

We may also be asked to share basic information about you, such as your name and parts of your address, which does not include sensitive information from your health records. Generally, we would only do this to assist other health and social care providers (such as the NHS) to carry out their statutory duties (such as usages of healthcare services, public health or national audits). In these circumstances, where it is not practical to obtain your explicit consent, we are informing you through this notice, which is referred to as a Privacy Notice, under the Data Protection Act. 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.

Your rights

Under the Data Protection Act 1998 and the General Data Protection Regulation, which comes into force on May 25th 2018 you have the following rights:

1. The right to access certain aspects of your personal information (Subject Access Request SAR)
2. The right to edit and update certain aspects of your personal information
3. The right to request to have certain aspects of your personal information deleted
4. The right to restrict processing of certain aspects of your personal information
5. The right to object
6. The right to lodge a complaint with a supervisory authority

Should you wish to exercise any of these rights, in terms of the clinical records that we hold about you, you can make a request to see your data for free by completing a Subject Access Request Form which is available upon request or to download from the main privacy Policy. Alternatively, please ensure you provided us with all the requested information in an

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alternative written format to help us locate your records. You must provide proof of your identity by enclosing two pieces of approved identification. Please address this to:

Joanne Poyner
Head of Clinical Services & Caldicott Guardian

The Shakespeare Hospice
Church Lane,
Shottery,
Stratford-upon-Avon,
Warwickshire,
CV37 9UL

Tel: 01789 266852

E-mail: JPoyner@theshakespearehospice.org.uk

Or to:

Karen Davies
Head of Income Generation and Data Manager

The Shakespeare Hospice
Church Lane,
Shottery,
Stratford-upon-Avon,
Warwickshire,
CV37 9UL

Tel: 01789 266852

Email: kdavies@theshakespearehospice.org.uk

Please see further information of your rights which are detailed within the main Privacy Notice for The Shakespeare Hospice on the website
www.theshakespearehospice.org.uk/privacystatement

A few things to note:

- A person's health records are usually held for up to 10 years after their death.
- According to the Access to Health Records Act 1990, other people are allowed to view your health records after your death – but only if they are your personal representative; an executor named in your Will; or someone who has a legal reason to access your health information
- Your request will be processed within 30 days of receiving the request and all the relevant information that we require.
- We will try our best to provide you with all the information you have asked for. If you think we have given you any information incorrectly, or you have not been given all the information you think you should be getting, please let us know.



- In some instances, we may not be able to provide you with all the information you have requested. We may hold back certain information if it relates to another person and, as such, we would need their permission to provide it to you.
- If you are dissatisfied with our decision following a complaint, you may wish to contact:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Tel: 01625 545745

Their web site is at <https://ico.org.uk/> The Information Commissioner will not normally consider an appeal until you have exhausted your rights of redress and complaint to the hospice.

Changes to our Privacy Notice

We keep our privacy notice under regular review and may update it from time to time. When we do we will revise the updated date at the bottom of this page. We would encourage that you frequently check this page for any changes, to stay informed about how we are helping to protect your personal information that we collect. If here are any significant changes in the way that we treat your personal information we will contact you and we will place a prominent notice on our website.

This document was last updated on 21st August 2020