



# St Barnabas

Hospice • Care • Support

How we  
use your  
information and  
how we access  
your medical  
records

Information  
privacy

Find out more at  
[StBarnabasHospice.co.uk](https://StBarnabasHospice.co.uk)

 @StBarnabasLinc  StBarnabasLinc

## 1. Our patients

### Your information

We collect a lot of personal information from and about you, your family and from other services that help you. We need this information so that we can provide you with the highest quality care and treatment. This personal information includes:

- details about you, such as your address and date of birth
- details of treatment, investigations, care and advice we have given you
- relevant information from and about people who care for you and know you well, such as carers, relatives and health professionals

### How your records are used to help you

All St Barnabas health and social care professionals involved in your care need to have accurate and up-to-date information to assess your condition and to give you the best possible safe and effective treatment and care.

Your records allow us to review the care we provide, to make sure it is of the highest possible standard and meets all your healthcare needs.

### We may need to share information about you so we can all work together for you

#### Sharing information within our team

Members of our hospice team looking after you may share your personal information with each other, for example, details about you and your family's contact details as well as notes and reports about your health and the care you need. This team may include nurses, doctors, therapists, pharmacists and clerical support staff plus students and trainees in medicine or other health and social care professionals who are looking after you.



## Sharing information outside the St Barnabas team

Often it is necessary to share your information with professionals in other services who may be directly involved with your care or if you need treatment elsewhere. This helps provide seamless care amongst partner organisations providing care to you, for example GPs, hospitals, ambulance services and social care services.

Your information will only be made available if there is a genuine need to do so. Some of this information sharing may use central clinical systems: be reassured that we have strict information sharing agreements with all of these services to ensure the confidentiality of your information.

You may also ask for your information to be transferred to another service, and we will always agree to transfer the information requested, unless there is a good reason why we cannot. If so, we will explain the reason to you so you understand.

If we need to share your information with other services not directly involved in your care, we will only do so with your consent (or via Legal Power of Attorney) or best interest decision.

We will not share information about you with your family or friends without your consent. However, sometimes we do have to pass on information by law.

For example:

- In accordance with national legislation we have a duty of care to report any safeguarding concerns if you tell us something that may endanger you, the care we deliver to you or put others at risk
- if a formal court order has been issued
- finding an infectious disease that may endanger the safety of others
- in response to a formal written request by you or a legal power of attorney representative
- in rare occasions information about you may be shared without asking your consent first, for example if you are involved in an emergency situation

## **Please help us to make sure we always hold the correct information about you**

You can help us by:

- giving our staff the right details about yourself
- letting us know if any of your details are not right or have changed since your last visit (including if you change address or GP).

### How your records may be used to help the Hospice

Your records allow us to review the care we provide to make sure it is of the highest possible standard and meets all your healthcare needs. This may include a range of quality improvement projects such as audit, research or helping us to investigate complaints.

Some information we hold may be shared with other professionals or organisations. For example:

- to provide statistical information to national organisations with legitimate interests in healthcare and its management
- to train and teach health and social care professionals

When we use your records in this way, we remove or disguise identifiable personal information about you wherever possible.

If removal of identifiable personal information is not possible, we will ask you directly for your consent to disclose it.

### Research

We will discuss with you and require your consent for any involvement in any research projects and will provide you with information about how your personal data will be used.

St Barnabas Hospice participates in ResearchOne, which is a database of non-identifiable patient information

collected from healthcare settings in England. Some anonymised St Barnabas Hospice patient information is held within the database. You do have a right to have your data excluded from ResearchOne if you wish. Please ask a member of staff if you require further information.

### Your consent

Whenever we ask you for your consent about these matters, your decision can be given to us verbally or in writing. We will record it in your hospice record. Your wishes regarding this information will be respected and can be changed by you at any time.

If you are not able to tell us your wishes, we are allowed to make what is called a 'best interests decision' about sharing necessary information to help your direct care.

### How we keep your medical records safe and confidential

Everyone working for the Hospice, or who receives information from us, has a legal duty to keep information about you confidential.

This is monitored by the Caldicott Guardian, a senior clinician at St Barnabas responsible for ensuring that patients' rights to confidentiality are respected.

Our Data Protection Officer ensures our information security and compliance with the Data Protection Act 2018.



## How long does the Hospice keep health records?

We keep most medical records for eight years, unless the law requires them to be kept for longer.

If we are told about a formal enquiry or legal action, we will keep the records until they are no longer required.



### Your information rights

You have the following rights:

- **To know how we will use your personal information.** That is what this leaflet aims to let you know.
- **To access your medical records – the ‘right of access to personal data’.** If you want to do this, please talk to a member of the Hospice team responsible for your care.

We can provide you with a copy of your record within one calendar month from the date of the written request (either via letter or e-mail).

A healthcare professional is obliged to check the record before it is passed onto

the requestor and remove any information about third parties or information which, in their opinion, could cause harm or distress to you or to anyone with whom you may share the record).

- **To object to us making use of your information.** This will be assessed on the lawful basis for processing your information.
- **To ask us to change or restrict the way in which we use your information.** We are obliged to agree if it is possible to do so.
- **To include any corrections you want to make in the record.** We are obliged to agree to this if it is possible to do so; however we are unable to amend factual or diagnosis information.

## 2. Families and carers

We may gather family and carer information either from patients or directly from families and carers themselves. As a consequence, with your consent, our bereavement, spiritual care and fundraising departments may be in touch to invite you to counselling, memorial services and events. The Hospice manages personal information for families and carers along exactly the same principles as for patients, as outlined above.

If you do not wish to be contacted, please let us know and we will record and respect your wishes.

## 3. Supporters and other service users

The Hospice manages personal information in other areas, such as fundraising supporters or those who use our education services, along exactly the same principles as for patients, as outlined in the patient section above in accordance with the Data Protection Act 2018.

## Who to contact if you would like to know more or have concerns

If you would like to know more about how we use your information, or if you have any concerns, please speak to a member of your hospice team. If you wish to access a copy of your medical records please contact the Caldicott Guardian or the Data Protection Officer via e-mail or telephone:

Telephone:  
**01522 785 783**  
**01522 785 706**

E-mail:  
**[governance@stbarnabashospice.co.uk](mailto:governance@stbarnabashospice.co.uk)**



**Alternative language copies available:**

If you would like this information in another language or format, please contact Marketing on **01522 559 504**

Aby otrzymać te informacje w innym języku lub formacie, prosimy o kontakt z działem marketingu pod numerem **01522 559 504**

Jei norétumėte gauti šią informaciją kita kalba ar formatu, prašome kreiptis į Rinkodaros skyrių tel **01522 559 504**

Ja vēlaties saņemt šo informāciju citā valodā vai formātā, lūdzu, sazinieties ar Mārketinga nodaļu pa tālruni **01522 559 504**

Dacă doriți să aveți această informație în altă limbă sau alt format, vă rugăm să contactați Marketing la **01522 559 504**

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**36 Nettleham Road**  
**Lincoln**  
**LN2 1RE**

**01522 511 566**  
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