



**St Richard's
Hospice**

Caring for life

Keeping your information confidential and safe

This document explains your rights relating to how we use your personal information and how we keep it safe and confidential

St Richard's Hospice, Wildwood Drive, Worcester, WR5 2QT

Registered charity number 515668 | Registered company number 01850502

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Children and young people

If you're under the age of 18, we require consent from your parent or guardian in order to support you. Consent is gained verbally following a conversation with your parent or guardian and will be recorded on our electronic records system alongside details of the support provided. These records are kept securely and are used to ensure that you receive the highest quality support.

Any data involving children and young people is dealt with in the ways detailed in this document.



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Why we collect information about you

We aim to provide you with the highest quality health care. To do this we must keep records about you, your health and the care we've provided or plan to provide to you. This information is kept, together with details of the care you've received, because it may be needed if we see you again. The information will be held on a secure electronic patient record (computer system) or on paper and may include:

- Basic details about you, such as address, date of birth, next of kin
- Contact we've had with you, such as appointments and home visits
- Notes and reports about your health
- Details and records about your treatment and care
- Results of investigations such as x-rays and laboratory tests
- Relevant information from people who care for you and know you well, such as health professionals and relatives

We follow good practice as advised by the General Medical Council, and will:

- Discuss and agree with you what we're going to record about you
- Give you a copy of letters we're writing about you, if you wish
- Show you what we've recorded about you, if you ask

How your records are used to help you

We use your records to:

- Provide a good basis for any treatment or advisory services we provide to you
- Allow you to work with us when we provide treatment or advice
- Make sure your treatment is safe and effective, and the advice we provide is appropriate and relevant to you
- Work effectively with others providing you with treatment or advice



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How your records are used to help us

We may use your records to:

- Review the care we provide to ensure it's safe and effective
- Teach and train professionals
- Conduct hospice service developments, including quality improvement audits
- Conduct research, which we'll specifically ask your permission to do
- Investigate complaints, legal claims and incidents
- Prepare statistics on our performance as part of our overall quality and clinical governance processes

When information is used for statistical purposes, stringent measures will be taken to ensure that individual patients can't be identified.

How we keep your records confidential and secure

Staff at St Richard's have a legal duty to keep your information confidential, and anyone who receives that information from us is also under a legal duty to keep it confidential.

We'll only give information to your relatives, friends and carers if you've given us permission to do so.

Our aim is to maintain a full and accurate record of the care we provide to you.

In addition, in partnership with Herefordshire & Worcestershire Shared Care Record, our health and care professionals will be able to securely view the most up-to-date information about health and care services you're receiving from some other providers in the locality so we can give you better, safer care.



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For example, we'll be able to access limited, up to date information from your GP and local hospital specialists, such as what medicines you're taking, and what advice and support you've been given.

More information about the Herefordshire and Worcestershire Shared Care record can be accessed from the St Richard's Hospice website:

www.strichards.org.uk/privacy-notice/patients-and-individuals-supported-by-st-richards/

Our guiding principle is that we're holding your records in strict confidence

We won't share information that identifies you for any 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)
- You've given your nominated representative (i.e. the executor of your will or the administrator of your estate) permission to access your record after death

How will access to my records be controlled?

St Richard's Hospice uses an electronic patient record system, which is used by many GP surgeries and palliative care services across the UK. It gives St Richard's staff involved in your care fast access to reliable information about you to help with your treatment. Should your care be transferred to Worcester Acute Specialist Palliative Care Hospital Team, they'll also be able to view your hospice record.



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For anyone to access your electronic record:

- They must be involved in your care
- They must have a smartcard protected by a chip and a pass code
- They will automatically have their details recorded – who they are and what they did. You can ask to see a record of this.

Who we may share your information with

We may share information about you with the following main partner organisations:

- Other providers involved in your care – such as a hospital or your GP – in particular, the professionals who referred you to us for treatment, assistance or advice, or professionals we've agreed with you, to refer you to for further support and care
- NHS commissioners of care and the Care Quality Commission – for the purposes of monitoring quality and safety of the services we provide. You can read the CQC privacy statement on their website www.cqc.org.uk.

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

- Social Services
- Education Services
- Local Authorities
- Voluntary Sector Providers
- Private Sector
- Ambulance Service
- Out of hours GP Service
- NHS 111



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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've given you
- Protect the health of the general public
- Manage the health service
- Help investigate any concerns or complaints you or your family have about your 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 can't be identified. This use of your information may help inform improvement of services.

Anyone who receives information from us also has a legal duty to keep it confidential

If you don't wish personal data that we hold about you to be used or shared in the ways that are described in this document, please discuss the matter with us. You have the right to object, but this may affect our ability to provide you with care or advice.

Your rights

You have the right to confidentiality under the Data Protection Act 2018, UK General Data Protection Regulation, Data Use and Access Act 2025, Access to Health Care Records Act 1990, the Human Rights Act 1998, the Caldicott Principles and the common law duty of confidence.

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.



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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 copy. We may withhold certain information if it could seriously harm your mental or physical health or identify a third party.

Privacy statement

Detailed privacy information can be found on St Richard's Hospice website:
www.strichards.org.uk/privacy-notice/patients-and-individuals-supported-by-st-richards/

How to obtain a copy of your health records

If you'd like a copy of your health records, you can ask for this as a subject access request or SAR:

- You can make this request verbally or in writing
- We'll record the details of your request and confirm these to you in writing
- We'll need sufficient information to correctly identify your records (full name, address, date of birth and NHS number)
- We may also ask you to confirm your identity (driving licence or passport)
- We'll respond to your request without due delay and within one month of receiving your request

Once you receive your records, please inform us if you believe any information is inaccurate or incorrect



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If you require this leaflet in a different format or you need further information or assistance, please contact:

Communications Team
St Richard's Hospice
Wildwood Drive
Worcester
WR5 2QT

St Richard's Hospice cares for adults with an illness that can't be cured and supports the people important to them. All our services are available to people registered with a South Worcestershire GP. Our In-patient Unit cares for people across Worcestershire.

Patients are cared for in the Living Well Centre, on our In-Patient Unit or in their own homes and community settings by a specialist professional team and many trained volunteers. We also run a weekly Wellbeing Cafe, which offers advice, support and the chance to ask questions in an informal setting.

On the In-patient Unit, specialist staff are on hand 24 hours a day to manage patients' symptoms and where, if appropriate, patients may spend the last few days of life in comfort and dignity. St Richard's is an independent charity and is grateful for all donations to help it to continue its work.

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