

Privacy Notice - Patients

Why do we need to collect and use your personal information?

We need to collect and use your personal information for a number of purposes. These may include:

Purposes for which we need your personal information:	Examples Please note that the examples are illustrative and non-exhaustive.
Patient notes needed for care.	Patient notes (case notes) used for patient care and assessing suitability for service access.
Controlled Drug Recording Books	To have a record of what Controlled (Regulated) drugs have been administered to individual patients.
Handover sheets – In Patient Unit	To ensure that accurate patient information is up to date, and staff are updated with current care requirements
Handover sheets – Hospice at Home	To ensure that accurate patient information is up to date, and staff are updated with current care requirements
Advice line forms	To record information that has been given via the advice line
Bereavement database	Records and monitors people due to attend bereavement services, memorial services, tracks letters / cards and acceptance etc
Bereavement 1 to 1 sessions - notes	Used for care of the bereaved and assessing suitability for service access
Admissions Register	To have a backup system of all patients that have been admitted to the IPU
Hospice at Home Register	To have a backup system of all patients that have been admitted to service
Hospice at Home handover file	To ensure that accurate information is available to staff providing care
Day Hospice file	To ensure that accurate information is available to staff providing care
Complementary therapy file	To ensure that accurate information is available to staff providing therapy
Chaplaincy form	To record information regarding patient requiring service
Caring Hands - database	Records and monitors people due to access service and their individual requirements
Caring Hands file	To ensure that accurate information is available to staff providing care.
Caring Hands Client Rota	To ensure that accurate information is available to staff providing care

We may also use your information for purposes that are not related to your direct care:

- To investigate queries, complaints or legal claims
- For research and planning healthcare services. Your personal information will not be used for this purpose if you have signed up to the National Data Opt Out. For more information, relating to the National Data Opt Out, click the following link:
<https://digital.nhs.uk/services/national-data-opt-out>

Please note: Dr Kershaw's Hospice will not use your sensitive/personal identifiable information unless it is absolutely essential. This means that when we are processing your information for non-direct care purposes, we will endeavour to either anonymise it which means that all personal identifiable information is removed with no possibility of tracing the information back to you in the future; or pseudonomise it which means that all personal identifiable data is replaced, and highly restricted access is applied to the pseudonimisation code.

We may also share your information with other organisations when we are required to do so by law, for example:

- If we are sent a request from the Police under the Crime and Disorder Act 1998
- If we receive a formal order from a court acting in their judiciary capacity
- If there is a public health need such as preventing the spread of infectious diseases
- If there is a safeguarding need (vulnerable adults or children)