

How we manage and protect information about you

Members of the Clinical Team at Holy Cross Hospital collect information about you to help us give you the best possible care.

Our aim is to maintain full and accurate records of the care we provide for you and to ensure this information remains confidential and secure.

This leaflet is about data protection, confidentiality and information security. It also tells you how you can access information relating to your healthcare.

What information do we collect?

We collect information about you and your health to enable us to provide the care and treatment that you need. We also collect information to help our equality and diversity monitoring.

This information may be recorded in writing (such as in your healthcare notes), or electronically on a computer, or a mixture of both. We may also take photo or video records to assist in clinical management.

When you arrive for admission or appointment, staff may check your details with you to ensure that our records are accurate. To assist with this, please notify us of any changes to your personal details (e.g. address, contact number, next of kin).

How do we use the information we collect to help you?

We may use the information we collect to help you in the following ways:

- Doctors, nurses or healthcare professionals involved in your care need accurate information about you to assess your health and deliver the care you need
- To ensure information is available if you need to be referred to another health professional or to another service
- To review the effects of treatments you have received
- To ensure your concerns can be properly investigated if you are unhappy with the care you have received.

How else could your information be used?

Your information may also be used to help us:

- Review the care we provide to ensure it is of the highest standard
- Prepare invoices for the services we provide for you
- Audit accounts and services
- Arrange payment for persons who treat you
- Prepare statistics on our performance
- Investigate incidents, complaints or legal claims
- Make sure our services can meet patient needs in the future.

Your data may be used by clinicians to look at the effectiveness of treatments. On occasions, data over a long period may be analysed and results published in professional journals and clinical outcomes reports. All such presentations will be anonymised.

Do we share information about you with anyone?

There are times when it is appropriate for us to share information about you and your healthcare with others. We may share your information with the following main partners:

- GPs
- Ambulance services
- NHS Clinical commissioners
- NHS Trusts
- Department of Health

If you are receiving care from other people (such as Social Services), we may also need to share relevant information to help us work together for your benefit.

We will not disclose your information to third parties without your permission unless there are exceptional circumstances such as the health and safety of another person is at risk or where the law requires information to be passed on.

Occasions when we must pass on information include:

- Registering births or deaths
- Reporting some infectious diseases
- To help prevent, detect or prosecute serious crime
- If a court orders us to do so
- When you have expressly agreed – e.g. for an insurance medical

In all cases where we must pass on information, we will only share the minimum amount of information required and where possible data will be anonymised (i.e. does not identify you personally). Anyone who receives personal information from us also has a legal duty to keep it confidential.

We will always try and obtain your consent wherever possible and inform you if your information is to be shared.

We will only give information to your relatives, friends and carers if you want us to and have given your permission.

How we keep your information confidential

We protect your information in the following ways:

Training - Staff are trained to understand their duty of confidentiality and their responsibilities regarding the security of patient information both on our premises and when out in the community.

Access controls - Any member of staff being given access to our systems holding patient information will need to demonstrate their knowledge of information security before being allowed access.

Investigation - If you believe your information is being viewed inappropriately we will investigate and report our findings to you. If we find that someone has deliberately accessed records about you without permission or good reason, we will tell you and take action. This can include disciplinary action, or bringing criminal charges.

Records Management - All healthcare records are stored confidentially in secure locations.

Legislation - There are laws in place to protect your information, including the General Data Protection Regulation (GDPR) and the Human Rights Act 1998. We process your personal data under Articles 9(2)(h) and 9(3) of GDPR, for the purpose of providing healthcare under the supervision of a medical professional.

Caldicott Guardian - We have a designated person named the 'Caldicott Guardian' whose responsibility it is to ensure that these laws are upheld.

Data Protection Officer - We have a designated Data Protection Officer who acts as a contact point for data subjects and the supervisory authority.

Your right to see the information we collect about you

If you are concerned about how your health information is used you can speak to the healthcare professional involved in your care.

The General Data Protection Regulation also gives you 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, whether it is stored electronically or on paper. We have a duty to provide this information in a format that is accessible to you (e.g. large print or Braille) and in a way that you can understand, explaining any abbreviations where necessary.

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

If you would also like a copy of your records there is no charge. However, a charge may be applied for repeat or excessive requests for information.

In certain circumstances your right to see some details in your health records may be limited in your own interest or for other reasons.

After having viewed your records, if you believe any information is inaccurate or incorrect, please inform us of this in writing.

If you would like to see the information we hold about you please contact our Chief Executive.

Further information on data protection is publicly available from the Information Commissioner's Office (ICO):

Wycliffe house, Water Lane, Wilmslow, Cheshire, SK9 5AF

Tel: 01625 545740 www.ico.gov.uk

You have the right to contact the Caldicott Guardian or the Information Commissioner's Office if you feel that there has been a breach of your confidentiality. Please contact Reception Team who can provide you with further assistance on reception@holycross.org.uk.