

How long are my medical records kept?

We are required by law to keep patient records for a period of eight years from the last time they were updated. Once this time has elapsed, records are destroyed.

How may I access my records?

You are entitled to know what information we record about you; please discuss any questions you may have with a member of staff.

Should you wish to have photocopies/print outs of your medical record, we require you to make a written request to the Director of Nursing, Governance & Allied Health Professionals. There will be no charge* for this. We may require two pieces of approved identification. Requests will be dealt with within 30 days of receipt of application.

For further information, please visit the following websites:

- www.hscic.gov.uk (Health & Social Care Information Centre)
- www.healthcaregateway.co.uk (Medical Interoperability Gateway)

If you are a supporter of the hospice or wish to be added to receive hospice news, please ask our staff for a copy of our Privacy Statement or go to our website www.stcatherines.co.uk to find out more about how we use your information. All our policies are available to view on request.

St Catherine's Hospice (Lancashire) Ltd is a charitable company registered in England and Wales with registered company number 01602467 and registered charity number 512186.

* Administrative charges may apply if the amount of effort exceeds that deemed reasonable.

What we do with information about you

Patient Information Leaflet



What do we collect?

Doctors, nurses, and other members of the health care team, collect essential information about you to help provide care for your individual needs. This may include data such as your address, medical treatment, diagnosis, test results, important people in your life etc.

It is important to us that you are able to share personal information with us safe in the knowledge that we respect it and keep it safe.

Where do we keep information about you?

The hospice keeps medical notes on an electronic system. This has many benefits, the most important being that we have the right information at the right time. Unlike hand written notes, the electronic information is clear and easy to read.

This electronic record is available to staff across the Hospice's different clinical departments e.g. inpatient unit and the community Clinical Nurse Specialists. The palliative care team at Lancashire Teaching Hospitals also access and use this system.

All staff have passwords for the system and a very strong network, firewall and encryption ensures that unauthorised people cannot view any of the information stored.

Some paper notes remain although we anticipate that the amount of information we keep stored on paper will reduce over time. Where paper notes are in use, they are safely locked away and accessible only to those authorised.

This may be in a clinical area or in one of the secretaries' offices.

With whom do we share your information?

If you are worried about the sharing of your information, please discuss your concerns with a member of staff.

We only share personal information with others when it is intended to benefit you; for example, staff will often write to GPs or district nurses about aspects of care. If you do not want us to share this aspect of information, please tell a member of staff.

Information about patients is never shared with the media unless we have the express, written permission of the individual concerned.

All staff are aware of the requirement to keep confidential information private. They undertake appropriate annual data security training and pass a mandatory test.

The hospice is working with NHS partners to improve the way in which information is shared between professionals providing your care. If you are happy for your information to be shared, you need do nothing.

The right to withdraw consent for us to share your personal information.

If you do not want information about you shared outside of palliative care services, inform your nurse or doctor. They will explain the pros and cons of information sharing to you and, if you decide not to share your information, make necessary arrangements.

The right not to share cannot override information being used in an emergency or as required by the law.