



Patient Confidentiality

Information for Patients and Families

St Margaret of Scotland Hospice, founded by the Sisters of Charity in 1950, is at the heart of the Community providing wholeness of care for both body and Spirit.

About this Leaflet

This leaflet explains how St Margaret of Scotland Hospice ensures your personal information is secure and confidential. Under the Data Protection Act 1998, you have a right to know who holds personal information about you. This person or organization is called the Data Controller.

Confidentiality and Personal Health Information

The Hospice must keep patient personal health information confidential. It is your right. Personal information is information that identifies you e.g. your name, address, date of birth and postcode. It can be linked to the following:

- Information about care and treatment you have received
- Information about your health and lifestyle
- Results of tests you have had

How and Where is my Personal Information Kept?

Your personal health information can be kept on paper and on computer records. Records are stored securely within different departments of the Hospice. Computer records are stored security and protected by firewall security to ensure confidentiality.

How do you keep my Personal Health Information Confidential?

- All Hospice staff have a legal duty to keep information about you confidential.
- The Hospice stores your personal health information securely.
- Only relevant information is shared within the NHS or with outside organisations. We explain when and why your information is shared later in this leaflet.
- The Hospice will not give information about you to organisations such as benefits agencies, employers or the media without your permission.

How does the Hospice use Information about my Health and how is this Information shared?

Hospice staff uses your information to give you the care and treatment you need. They will share relevant information with other NHS staff involved in your care. This makes caring for you safer, easier and faster. For example, information is shared if:

- Your GP or Hospital Doctor refers you to the Hospice
- You are moved from the Hospice to another care setting or to go home.
- You need support at home, such as a visit from a district nurse, social care services or the Hospice Community Palliative Care Team.

If you are concerned about your information being shared, see 'Your right to object' which is explained later in this leaflet.

The Hospice also uses information about your health to help improve its services. It may be used, for example:

- To plan how many staff are needed
- To train medical and nursing students and staff
- To check if the Hospice is providing a good service
- To provide information to the NHS or Regulatory bodies
- For Research and audit purposes

Wherever possible, your name, address and other information that identifies you is removed.

Sometimes the Hospice uses information that does identify you. In most cases, if they do this they will explain to you how and why your information will be used. If the Hospice uses information which identifies you for teaching or research, they must ask you permission.

If you do not want the Hospice to use your information to help improve its services, you can object.

As well as Hospice staff, you might receive care from a carer, a home help, a social worker or others. They might need to know relevant information about your health. Usually, it will only be given to them if:

- You have agreed, and
- They need it to be able to give you care and treatment.

Usually the Hospice will not share your personal health information with people such as a relative, carer or friend without your permission.

However, there are special cases. If you are an adult who cannot make decisions for yourself, or cannot tell others your decisions, the law allows someone to see your records and discuss your care, if:

- You have appointed them to act on your behalf in a welfare power of attorney, or if:
- They have applied to a court and have been granted the power in a welfare guardianship order.

In these special cases, that person will not receive information that:

- You have told Hospice staff you do not want them to have, or
- Staff feel would be harmful to your health or the health of others

See the reverse of this leaflet for details of where to get more information about the rights of adults who cannot make their own decisions or tell other their decisions.

Sometimes the law allows the Hospice to share your personal health information without your permission, for example, to investigate a serious crime or to protect a child.

What Are My Rights

As well as your right to confidentiality, you have the following rights:

Your Right to Know

You have a right to know how your personal health information is used. You may ask a member of the Hospice staff providing your care.

Your Right to See

You have a right to see your health records and, if you choose, to get a copy. Wherever possible, you should be given your health records in a format that meets your needs. If you wish to access your Hospice Health records, speak to the nurse in charge and information on how to proceed will be provided.

If you wish to access your NHS health records, the leaflet 'How to see your health records' explains

how to do this. This leaflet is available from your local NHS Board, NHS24 on 111, NHS inform Helpline on 0800 22 44 88 and your local Citizens Advice Bureau, which can be found on the internet at www.cas.org.uk or in your local phone book.

Your Right to Object

If you do not want your health information to be used or shared, tell a member of the Hospice staff providing your care. If you do this, the Hospice has to limit how it uses your information where possible.

Your Right to Complain

If you are not happy about how your health information has been used or protected, speak with the Nurse in charge providing your care. If you are still not happy after this and would like to make a complaint, follow the complaints process outlined in the Hospice brochure.

How to Find Out More

For more information about information in this leaflet, please speak with the Nurse in Charge of your care or contact:

NHS Greater Glasgow and Clyde
Information Governance Manager
NHS Greater Glasgow and Clyde
Western Infirmary
Dumbarton Road
Glasgow
G11 6NT
Phone: 0141 211 1790
Website: www.nhsggc.org.uk

NHS Helpline on 0800 22 44 88

NHS 24 on 111

Local Citizens Advice Bureau (find your nearest bureau on the internet at www.cas.org.uk or in your local phone book).

If you cannot make decisions for yourself or cannot tell others your decisions, this is called 'incapacity'. For information about the Adults with Incapacity (Scotland) Act, including welfare power of attorney and welfare guardianship orders, contact:

The Office of the Public Guardian
Hadrian House
Callendar Business Park
Callendar Road
Falkirk
FK1 1XR
Phone: 01324 678 300
Fax: 01324 678 301
Website: www.publicguardian-scotland.gov.uk

To find out more about how your personal information is used and protected, you can contact the Information Commissioner's Office at the address below.

Regulation of Care

If you are dissatisfied with the service you or your family member has received, you may complain directly to:

Programme Manager
Healthcare Improvement Scotland
Gyle Square, 1 South Gyle Crescent
Edinburgh EH12 9EB

Tel: 0131 623 4342

Email: his.ihtregulation@nhs.scot

Contact

Reception: 0141 952 1141
Fax: 0141 951 4206
Email: office@smh.org.uk
Website: www.smh.org.uk