

The Caldicott Guardian

To find out more about the role of the Caldicott Guardian.

www.dh.gov.uk

The Information Commissioner

The Information Commissioner's Office is the UK's independent authority set up to uphold information rights in the public interest, promoting openness by public bodies and data privacy for individuals. You can find facts and advice about freedom of information, data protection and personal data.

www.ico.gov.uk

Data Protection Act 1998 and Access to Health Records Act 1990

www.legislation.gov.uk

The NHS Care Record Guarantee

The NHS Care Record Guarantee for England sets out the rules that govern how patient information is used and what control patients have over this.

www.nigb.nhs.uk/guarantee

If you have any questions, please speak to a member of staff.

Part of providing the best care and support for families, means being there for as long as a family needs us.

You can help us to be there, when we're needed.

Please speak to a member of staff or visit our website for ways you can help.

Thank you

www.ellenor.org

ellenor is the operating name of Ellenor Lions Hospices a charity registered in England and Wales (1121561), and a company limited by guarantee (6302132). Registered office at Coldharbour Road, Gravesend, Kent, DA11 7HQ.

ellenor.*

YOUR
INFORMATION—
HOW WE USE IT?

ellenor cares for the whole family

We ask you for information about yourself so that you can receive proper care and treatment. We keep this information, together with details of your care, because it may be needed if we see you again.

We may use some of this information for other specified reasons:

- > giving you health care and treatment
- > looking after the health of the general public. For example:
 - data is submitted to support national monitoring of conditions such as cancers
- > managing and planning services. For example:
 - making sure that our services can meet patients needs in the future
 - preparing statistics on performance and activity
 - investigating complaints or legal claims
- > helping staff to review the care they provide to make sure it is of the highest standard
- > training and educating staff (but you can choose whether or not to be involved personally)
- > research approved by the Local Research Ethics Committee. (If anything to do with the research would involve you personally, you will be contacted to see if you are willing to take part. You will not be identified in any published results without your agreement).
- > Legal requirements, sometimes the law requires us to pass on information such as to notify a death.

Everyone working for **ellenor** has a legal duty to keep information about you confidential. Where services are undertaken by non-**ellenor** staff, agreements are in place to ensure confidentiality. It is a criminal offence to misuse personal information and the **ellenor** (as data controller) has taken appropriate steps to ensure there is no such misuse of the information and that the Data Protection Act 1998 is upheld.

In the event of a transfer to another health care provider, your medical records will be shared, in order to facilitate your continuing care.

You may be receiving care from other health professionals as well. So that we can all work together for your benefit we may need to share some information about you. Whenever we can we shall remove details that identify you. The sharing of some types of very sensitive personal information is strictly controlled by law. Other professionals who receive information from us are also under a legal duty to keep it confidential.

In addition to the information recorded when we first meet you people attending to your care will request or record information about you which will form an integral part of your patient notes, and may be used as detailed above.

You have the right of access to your health records in accordance with the Data Protection Act 1998. You may request a copy of your records, subject to payment of a small fee. If you become aware of any incorrect information that we are holding about you, then you have the right to request that this information be changed or erased.

Next of Kin:

If you agree, your relatives, friends and carers will be kept up to date with the progress of your treatment. If you have to come into the Hospice at any time, the person you have designated as 'Next of Kin' should be the main liaison contact for this. As this person may be contacted, please ensure that they are aware that you have supplied us with their details.

If at any time you have any questions about how we use your information, you can speak to the person in charge of your care or alternatively write to:

Director Of Patient Care
ellenor
Coldharbour Road
Gravesend
Kent
DA11 7HQ