

Why do we want your permission to allow access to summaries of the care you have received?

Today a lot more information about your health is kept electronically. For example, most of your GP records. At the moment the only way we can share information with other professionals involved in your care is by letter, fax, phone or email. At times this method of communication can be slow and can mean that, up to date information about you is hard to get.

We would like to access your electronic records which are kept in all the places you currently receive care. This will enable us to accurately assess your condition, medication and treatment needs much more quickly. If you give us permission to do so we will be able to look at parts of your health record held in other settings such as General Practice and hospitals.

The hospice would only request access to those parts of your records relevant to the care you may be receiving from us. We will aim to provide the same care for you if you choose not to give us permission to share the information the hospice holds with other health care services and/or if you choose not to give us permission to access information held by other healthcare providers about you.



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REGISTERED CHARITY NO. 511009

Questions we will ask you...

Do you consent to the information that is recorded about you at the hospice being made available to other services that care for you?

YES. Clinicians at other services that care for you locally will be able to see the information recorded by the hospice. For example, your GP will be able to see what was written after a visit by a Trinity nurse unless an entry is marked private.

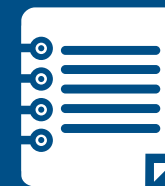
NO. Clinicians will be prevented from sharing information we hold on you at the hospice with other services caring for you.

Do you consent to allow the hospice to view information about you that has been recorded by other services where you also receive care?

YES. The hospice will be able to view information recorded on your patient record by NHS services relevant to your current illness unless an entry is marked private.

NO. The hospice will not see any of the information recorded at any NHS service even if that service has given the hospice permission.

How we manage healthcare records



Trinity Hospice records information that is relevant to patient care. This leaflet explains how and why records about you and your illness are kept.



What kind of information does Trinity keep about **me**, **my illness** and **family**?

The hospice is careful to only record information that is directly relevant to your care. The information we will hold on you includes:

- Name and contact details
- Nominated next of kin and family members
- Outline of your illness and treatments you have had both in the hospice and hospitals.
- How we plan to care for you and what happened as we cared for you.
- Any information that you felt was important for the hospice to know to ensure you got the care you needed.

What form do these records take?

We keep personal information in two ways. We keep records on a computer system called EMIS. This includes information about your illness, records of visits, phone calls and use of our services. We also keep some paper records about key information about you and those important to you, in case the computer system is not available.

Do you get personal information about me from other healthcare providers?

YES, if we are involved in your care we will request copy letters, faxes and emails about you from other health/social care professionals on a regular basis to help us plan your care. We may also access electronic records of other healthcare providers such as the hospital that summarise your current problems and what treatment they are providing for you - **but only if you agree to the hospice doing so.**

Do you share the information you hold with other healthcare providers?

YES, we routinely let key local organisations know that we are involved in your care. This includes Blackpool Victoria Hospital and the local out of hours medical and nursing service. **We only give more detailed information if you agree that we can.**

We do not share the information with other healthcare providers outside our locality unless you give us permission to do so.

Can I see the information you have on me?

YES, you can ask to see your records at any time. In some cases, such as if a family member wishes to see them, we will ask you to put the request and reason in writing.

Rarely, a senior doctor in charge of your care may stop you seeing some areas of your record - if it is felt it would not be in your best interests.

Healthcare records can be confusing. We suggest that one of the staff goes through them with you in case you need to ask questions about them.

How do I know my personal information is safe?

All the information about you is confidential and is only accessed by those who need to use it. We have policies and procedures in place to ensure all information we hold on you is treated with care, is appropriate, up

to date and as accurate as possible. Paper records are stored securely in a locked room when not being used by staff. Any paper-based personal information that is no longer needed is shredded. If paper records need to be taken out of the hospice (e.g. when a nurse is doing a home visit) they are put in a closed bag and kept with the staff member or in a locked car boot.

All electronic records are kept on encrypted computers and can only be accessed using an individual SMARTcard which is issued using strict criteria. Staff are not allowed to share their SMARTcards or passwords. Spot checks are carried out to make sure these directions are followed.

All activity on our computers is logged, so there is a trail that can be followed if concerns are raised about who has been using data and when. All computers within the hospice are set so they lock out if there is no activity being carried out after a few minutes. This means that no one can access information on an unattended computer.