

# How we use your information

---

Birmingham Hospice keep records about your health and any treatment and care you receive. This helps to ensure that you receive the best possible care.

---

## What information we keep

- Basic details about you such as your address, date of birth and next of kin.
- Contact we have had with you.
- Notes about your health and any tests or treatment you have received.
- Relevant information from other health professionals or those who care for you.

## Your right to confidentiality

You have the right to confidentiality under the General Data Protection Regulation 2018, the Human Rights Act 1998, the NHS Constitution and Care Record Guarantee, the common law duty of confidence and the Equality Act 2010.

## Our duty

- To maintain full and accurate records of the care we provide to you.
- To keep records about you confidential, secure and accurate.
- To provide information in a format that is accessible to you.

## How do we use this information?

### Improving your care

- Ensuring up-to-date information about your treatment is available.
- Making sure your health and social care is safe and effective.
- Communicating with other healthcare professionals who may need to be involved in your care (such as your GP, District Nurse, or hospital doctor).
- Making sure you receive treatment in your preferred place of care (e.g. at home or the hospice).
- Referring you to other services (for example social services) if you need them.
- Investigating any concerns or complaints you may have about your care.

## Improving our services

We also use your information to help us plan future healthcare to ensure everyone has access to the highest quality care when they need it. This includes:

- Checking the quality of care.
- Using summary information (with your personal data removed) to prepare statistics that tell us how well we are doing and where we could do better.
- Training colleagues.
- Undertaking research on anonymised records (if you could be identified in any way this will not be done without specific consent).
- Proving Birmingham and Solihull Integrated Care Board (ICB) with data.

## How do we protect your information?

Everyone working at Birmingham Hospice has a legal duty to keep information about you confidential.

We use secure methods to transfer your information including:

- Our electronic patient record system (SystemOne).
- NHS email.

Apart from the professionals directly involved in your care, only a select and approved number of staff will be able to see data that identifies you and then only under strict security restrictions.

## Sharing your information

We will not share personal information that identifies you for any reason unless:

- It is for direct care purposes.

- You ask us to do so.
- We ask you and you give us specific permission.
- It is requested by commissioners or regulators.
- We are required to do so by law.
- We have special permission for health and/or research purposes.
- We have special permission because it's in the public interest.

You can decide whether we share your full electronic medical record with other healthcare professionals outside Birmingham Hospice who are involved in your care (e.g., your GP).

You should discuss the implications of choosing not to share your record with a clinician but be reassured that whatever your decision, we will continue to provide you with safe, effective care.

You can also change your mind at any time.

## Can I see a copy of my information?

The General Data Protection Regulation allows you to find out what information about you is held on our records. This applies to both manual and computerised records.

If you would like to view a copy of your health records please put a request in writing to us.

### **Birmingham Hospice, Selly Park**

176 Raddlebarn Road, Selly Park,  
Birmingham, B29 7DA

### **Birmingham Hospice, Erdington**

76 Grange Road, Erdington, Birmingham,  
B24 0DF