



Patient confidentiality

and your rights to information

A healthcare worker, a woman with short grey hair wearing a light-colored striped uniform and a green lanyard with an ID badge, is sitting and talking to a male patient. The patient is lying in a hospital bed, wearing a grey t-shirt with a pink and black graphic that says "BASS". He is looking up at the healthcare worker. The background shows a hospital room with a light blue chair and patterned curtains.

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Confidentiality Statement

North London Hospice undertakes to ensure that all personal and medical information concerning patients, families and carers and staff shared with us is treated in strict confidence and shared on a need to know basis.

North London Hospice holds certain information about you that enables us to provide your treatment and care. To ensure you receive the best possible care, that information will be shared with other healthcare and related professionals who have a genuine need to know as well as the regulatory body, the Care Quality Commission (CQC).

We have a duty to:

- Ensure that everyone involved in your care knows about you and your condition
- Maintain full and accurate records of the care we provide for you
- Keep your records accurate, confidential and secure

If your friends or relatives contact the Hospice for information about your medical progress, we will ask your permission before giving them any details.

Why we need your information

- To give you the best possible healthcare
- To assess your health and plan your care
- To keep a record to help any future healthcare providers assess your needs
- To investigate any concerns or complaints you may have

We may also use information (without naming you) to help us support research or to review and improve our services.

Storage of information

Information is stored on paper and computer files. It includes:

- Personal information e.g. address and next of kin details
- Details about your health
- Details about your treatment
- Information from other healthcare professionals



Can I see my health records?

All patients have the right to ask their healthcare provider to see their health records.

If you wish to have a copy of your Hospice health records, please apply in writing to:

Head of Quality & Assurance

North London Hospice

47 Woodside Avenue, London N12 8TT

You can also email: qualityteam@northlondonhospice.co.uk

There are some circumstances where legally we are not able to provide you with this information:

- If we have good reason to believe that it may cause you or another person physical or mental harm
- If the data would reveal information about a third party who hasn't given their consent

Who else can apply to see health records?

- Someone authorised in writing by the patient
- Someone appointed by the Courts to manage the patient's affairs
- Someone who has a claim on a patient's estate after their death (only for information that is relevant to the claim)

We will always ensure that whoever is applying for the records has the right to see them.

If you would like to know more about how we use your information, your rights under the Data Protection Act 2018, or to receive a copy of the North London Hospice Privacy Statement or Confidentiality and Disclosure Policy, please contact the [Head of Quality & Assurance](#) or [Governance Manager](#) on 020 8343 8841.



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If you are happy for your identifying data to be used for the purposes described below in this leaflet then you do not need to do anything.

If you do not want your identifying information to be shared for any purpose beyond providing your care by North London Hospice team and GP, you can choose to opt-out.

Opting out of sharing personal information

If you wish to opt-out, please let us know. We will respect your decision but in some circumstances we may still be legally required to disclose your data. We will provide a form so you may let us know your preferences. Examples of how we may use information about you include:

- Sharing information with your GP. The Hospice may want to discuss your medical history and care with your GP to plan appropriate treatment.
- Sharing information with other healthcare professionals. The Hospice may want to discuss your care with other healthcare professionals (e.g. District Nurse, Hospital Consultant).
- Sharing information via NHS Urgent Care Plan (UCP) for London record.

Urgent Care Plan (UCP) for London is an NHS service that can help you record your views and wishes within an electronic personalised urgent care plan.

This care plan can be seen by doctors, nurses and people providing you with social care and emergency services to help them understand the choices you have made about your care. Emergency services include Ambulance Service, NHS 111 telephone service, and the Out Of Hours GP service.



Serving the Boroughs of Barnet, Enfield and Haringey

North London Hospice
47 Woodside Avenue,
London N12 8TT (For Sat Nav use N12 8TF)

For all enquiries tel: 0800 368 7848 (Freephone)

Fax: 020 8343 7672

Email: nlh@northlondonhospice.co.uk

www.northlondonhospice.org



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North London Hospice

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