



# **DATA PROTECTION**

**Your Information and How We Use It**



## **KILBRYDE HOSPICE**

---

Information for Patients, Families & Carers

## **Your personal health information**

1. Kilbryde Hospice staff will record information about you, your medical treatment and family background on paper and our electronic documentation system Crosscare to form part of your health record.
2. With your consent, members of Kilbryde Hospice team, including students, may share this information with each other and other healthcare professionals so we can work together for your benefit.
3. ALL staff and volunteers working and training in Kilbryde Hospice are bound by law and a strict code of confidentiality and are regulated and monitored by Kilbryde Hospice's Caldicott Guardian (a role responsible for ensuring patients' rights to confidentiality are respected).
4. We do not sell, trade, lease or rent your personal information to any other organisations.
5. Will be retained for a specific period of time as defined by The Records Management: NHS Code of Practice (2012)
6. Can be accessed by you and modified or erased to restrict further processing

## **How your records are used to help you**

7. The staff involved in your treatment need to have accurate and up-to-date information to assess your health and wellbeing.
8. Your records allow hospital staff to assess and investigate the type and quality of care you have received.

## **How your information can help Kilbryde Hospice**

- To review your care to ensure it is of the highest quality
- For reporting to Healthcare Improvement Scotland
- For education and research
- To enable funding applications
- To support the investigation of any incidents or issues that arise.

## **Sharing your information**

- When we are required to share data at your request with health care professionals involved in your care
- Kilbryde Hospice is legally required to share information e.g. infectious disease outbreak
- Where a formal court order has been issued.

## **Your information rights**

- You have the right to know how we will use your personal information
- You have the right to have your information in a language that is easy to read and understand
- You have the right to access your health record
- You have the right to object to us making use of your information
- You can ask us to change or restrict the way we use your information and we are obliged to agree if it is possible to do so.
- You have the right to ask for your information to be changed, blocked or erased if the information we are holding about you is incorrect
- You can withdraw explicit consent for the hospice to process your information
- You have the right to lodge a complaint with Healthcare Improvement Scotland

## **To view your health records (Right of Access Request)**

- If you are receiving care from Kilbryde Hospice, you may ask to look at your Health Record. Your Record will be prepared for your viewing and a qualified member of staff will talk you through its content.
- You should be aware that in certain circumstances your right to see some details in your health records may be limited - for example if it would reveal third-party information.
- If you would like to see your Health Record after you leave Kilbryde Hospice, or if you would like copies of your Health Record, you will need to send a written request, called a Right of Access Request, to the Chief Executive Officer. Please request a Right of Access Request pack from a senior member of staff.

## About Kilbryde Hospice



Kilbryde Hospice is a voluntary independent hospice which exists to provide specialist palliative care to patients with life limiting progressive illnesses and to their relatives and carers. Services provided by Kilbryde Hospice are available to those people with palliative care needs. The service is provided free and does not discriminate on the basis of race, colour, faith, national origin, disability, sexual orientation, age or financial means.

## We would like to hear from you!

We take all compliments, comments and complaints about our service seriously and deal with them in confidence. Kilbryde Hospice welcomes feedback on any of our services which can be submitted by post, or on our website.

[www.kilbrydehospice.org.uk](http://www.kilbrydehospice.org.uk) or by Email: [info@kilbrydehospice.org.uk](mailto:info@kilbrydehospice.org.uk)

## Contact Us

Kilbryde Hospice  
McGuinness Way  
East Kilbride  
G75 8GJ

01355 202020

Registered Scottish Charity No. 032424

Registered Company No. SC224366

Should you feel that your complaint has not been resolved by Kilbryde Hospice, you may contact Healthcare Improvement Scotland regarding services delivered within Kilbryde Hospice or within a person's own home.

**Healthcare Improvement Scotland**, Gyle Square, 1 South Gyle Crescent, Edinburgh EH12 9EB, Telephone 0131 623 4300  
[www.healthcareimprovementscotland.org](http://www.healthcareimprovementscotland.org)

Kilbryde Hospice aims to communicate effectively with all patients and carers. This document is available in braille format for those who are visually impaired. A translated version is also available for those whose first language is not English.

To facilitate this service, please call 01355 202020, or Email your request to [info@kilbrydehospice.org.uk](mailto:info@kilbrydehospice.org.uk)