

NORTH·LONDON
HOSPICE

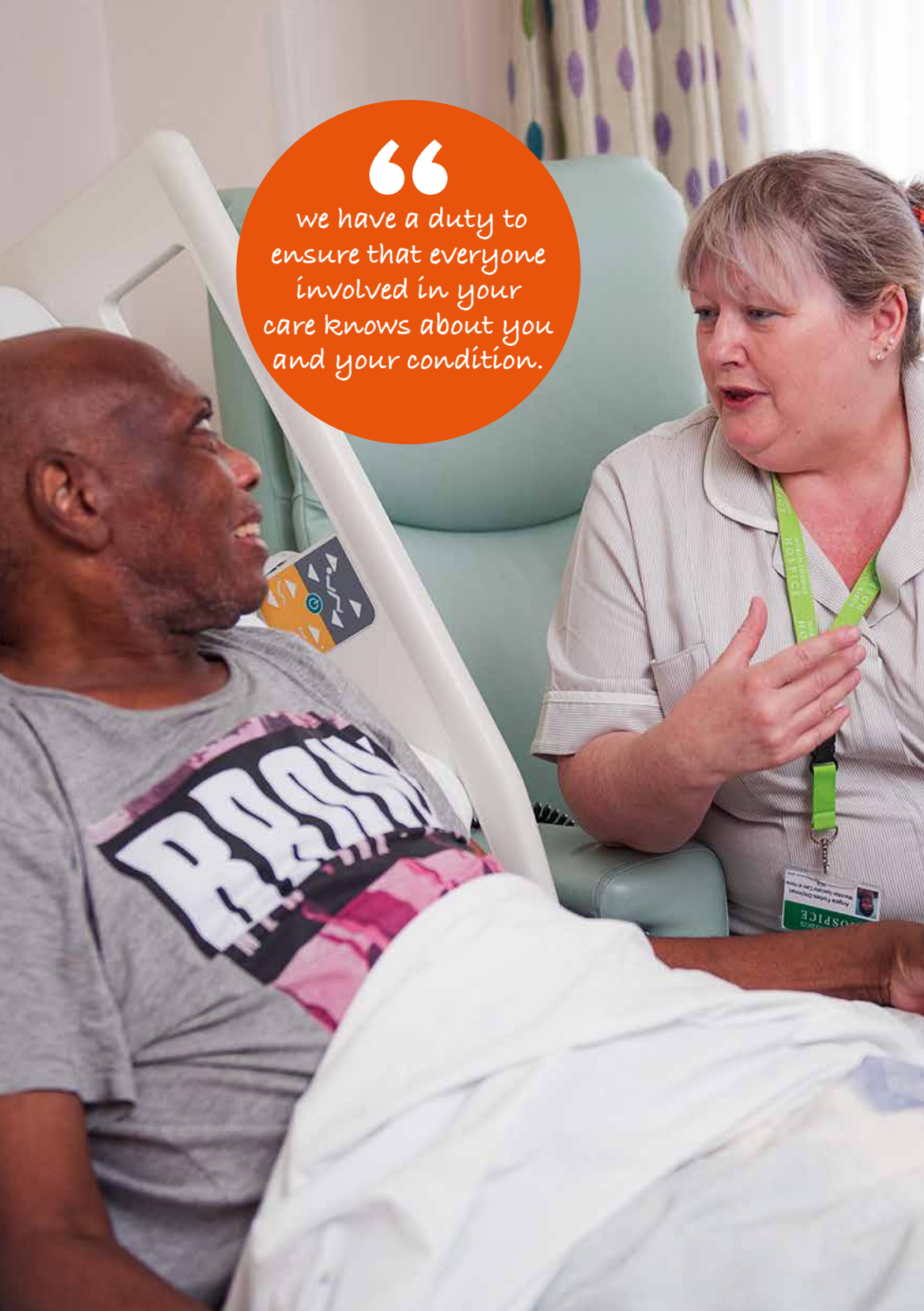
Registered Charity No. 285300



Patient confidentiality
and your rights to information

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we have a duty to ensure that everyone involved in your care knows about you and your condition.



PATIENT CONFIDENTIALITY

and your rights to information

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, for which there is usually a charge, please apply in writing to:

Assistant Director of Quality

North London Hospice

47 Woodside Avenue

London N12 8TT

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 **Assistant Director of Quality** or **Governance Manager** on **020 8343 8841**.



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*all personal and
medical information
is treated in
the strictest
confidence.*

CONFIDENTIALITY STATEMENT

North London Hospice undertakes to ensure that all personal and medical information concerning patients, families and carers and staff is treated in strict confidence. It will not be used in any way that would enable any persons to be identified.

NORTH·LONDON
HOSPICE

**Serving the Boroughs of Barnet,
Enfield and Haringey**

North London Hospice

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v6 Printed: October 2018
Latest review: October 2021