



Privacy Notice for Patients

What is a Privacy Notice?

A Privacy Notice is a statement by Tarpорley War Memorial Hospital (TWMH) to patients, service users, visitors, carers and the general public that describes how we collect, use, retain and disclose personal information which we hold. It is sometimes also referred to as a Privacy Statement, Fair Processing Statement or Privacy Policy. This privacy notice is part of our commitment to ensure that we process your personal information/data fairly and lawfully.

Why issue a Privacy Notice?

Tarpорley Hospital recognises the importance of protecting personal and confidential information in all that we do and takes care to meet its legal and regulatory duties. This notice will illustrate our transparency in how we process data. This notice also explains what rights you have to control how we use your information.

What are we governed by?

The key pieces of legislation/guidance we are governed by are:

- Data Protection Act 1998
- Human Rights Act 1998 (Article 8)
- Freedom of Information Act 2000
- Health and Social Care Act 2012, 2015
- General Data Protection Regulations (GDPR) – post 25th May 2018

Who are we regulated by?

- Charity Commission
- Companies House
- Care Quality Commission
- Information Commissioners Office

Why and how we collect information

We may ask for or hold personal confidential information about you which will be used to support delivery of appropriate care and treatment. This is to support the provision of high quality care.

This information could include:-

1. Basic details such as Name, Address, Date of Birth, Next of Kin, NHS number
2. Details and records of treatment and care you have received including your notes and health reports
3. Results from any tests you have had such as Blood Tests.
4. Information from people who care for you and know you well, such as health professionals and relatives
5. It may also include sensitive information such as sexuality, race, religion, disabilities, allergies etc. It is really important that we have as much information as we can to ensure you receive the best possible care.

Information is collected in a number of ways, via your healthcare professional, referral details from your GP or directly given by you.

How we use your information

- To help inform decisions that we make about your care.
- To ensure that your treatment is safe and effective.
- To work effectively with other organisations who may be involved in your care.
- To ensure our services can meet future needs.
- To review care provided to ensure it is of the highest standard possible.
- To train healthcare professionals.
- For audit purposes
- To prepare statistics on our performance.
- To monitor how we spend public money.

There is huge potential to use your information to deliver care and improve health and care services. The information can be used to help:

- Improve individual care.
- Understand more about disease risks and causes.
- Improve diagnosis.
- Develop new treatments and prevent disease.
- Plan services.
- Improve patient safety.

It helps you because;

Accurate and up-to-date information assists us in providing you with the best possible treatment and care. If you see another healthcare professional, specialist, they can readily access the information they need to provide you with the best possible care and treatment.

Where possible, when using information to inform future services and provision, non-identifiable information will be used

How do we keep your information safe and secure?

Information is retained in secure electronic and paper records and access is restricted to only those who need to know. It is important that information is kept safe and secure, to protect your confidentiality. There are a number of ways in which your privacy is shielded; by removing your identifying information.

Only minimal information is kept at the bedside, we do this to ensure that care can be delivered safely. This information should only be accessed by medical staff and you have the right to challenge anyone who shows an interest in reviewing this documentation; adhering to strict contractual conditions and ensuring strict sharing or processing agreements are in place.

The Data Protection Act 1998 regulates the processing of personal information. Strict principles govern our use of information and our duty to ensure it is kept safe and secure. TWMH is registered with the Information Commissioners Office (ICO).

Details of our registration can be found on <https://ico.org.uk/esdwebpages/search>

Our registration number is: Z4687986

Technology allows us to protect information in a number of ways, in the main by restricting access. Our guiding principle is that we are holding your information in strict confidence.

How do we keep information confidential?

Everyone working for the hospital is subject to the Data Protection Act 1998, and now the GDPR Regulations post 25th May 2018. Information provided in confidence will only be used for the purposes to which you consent to, unless there are other circumstances covered by the law.

Under TWMH's Confidentiality Policy and Data Protection Policy, all staff are required to protect information, inform you of how your information will be used and allow you to decide if and how your information can be shared. This will be noted in your records.

All TWMH staff are required to undertake annual training in data protection, including GDPR, confidentiality and information governance.

Clinical Placements

It is common practice at the hospital to support the NHS by offering student placements. If staff would like a student to be present they will always ask for your permission before that period of care. The treatment and care you receive will not be affected if you refuse to have a student present.

Who will we share information with?

To provide the best care possible sometimes we have to share information with other organisations such as: NHS Hospitals, Social Workers, GP Surgeries or Nursing/Residential Homes. We will only share information for the reasons below:-

- If you give your permission
- If it's on the grounds of legitimate interest

How to withdraw your consent

You may withdraw your consent at any time, you should contact the hospital and speak to Matron or our Operations Director to do so, and they will explain the consequences of this decision, which could mean a delay in receiving care.

Contacting us about your information

Tarporley Hospital has a person directly responsible for protecting your information, enabling appropriate sharing and ensuring confidentiality. This person is known as The Caldicott Guardian. Our Caldicott Guardian is Matron Rachel Cowley. You can contact Matron Cowley on 01829 732436 ext.203

If you have any questions or concerns about the information we hold on you, please contact either:

Matron Rachel Cowley on 01829 732436 ext. 203 or rachel.cowley6@nhs.net

Operations Director Karen Hemmings on 01829 732436 ext. 212 or karen.hemmings1@nhs.net

Can I access my information?

Yes under Data Protection you have the right of access to your personal information. You need to ask for a “subject access request” in writing by email, post or fax. These requests must be answered within 30 days. We have an obligation to our patients to respect their right to access the information we hold about them. For more information please contact the Information Commissioners Office on www.ico.gov.uk or by phoning the ICO Helpline on 0303 123 1113

Your NHS Number, keep it safe

Every person registered with the NHS in England and Wales has their own unique NHS number. It is made up of 10 digits for example 123 456 7890.

Your NHS Number is used by healthcare staff and service providers to identify you correctly. It is an important step towards improving the safety of your healthcare.

Always bring your NHS number with you when you come to TWMH, whether as an outpatient or an inpatient. This will allow staff to check that they have the right patient details by checking this against your NHS number.

To improve safety and accuracy always check your NHS number on correspondence the NHS sends to you.

How to find out your NHS number

If you do not know your NHS number, contact your GP. You may be asked for proof of identity, for example a passport or other form of identity. This is to protect your privacy. Once you have obtained your NHS Number, write it down and keep it safe

What security is in place to protect the loss, misuse or alteration of your information?

A data breach can be defined as, 'accidental or unlawful destruction, loss alteration, unauthorised disclosure of, access to, personal data'.

In the event of a data breach the charity will contact the ICO (Information Commissioner's Office) within 72 hours. The consequences of the breach will be documented and the appropriate actions will be taken to mitigate the consequences.

The charity has a commitment to our supporters to alert them if the breach poses a high risk to their rights and freedoms. As a charity, we are committed to notifying the ICO if an individual is likely to suffer 'some form of damage', such as an identity theft. We also promise to contact the ICO if the data breach leaves any of our supporters open to financial loss.

Contacting us if you have a complaint or concern

We try to meet the highest standards when collecting and using personal information. We encourage people to bring concerns to our attention and we take any complaints we receive very seriously. You can submit a complaint through TWMH's Complaints Procedure, which is available from our reception, or you can write to:

Complaints, Tarporley War Memorial Hospital
14 Park Road, Tarporley, Cheshire CW6 0AP

If you remain dissatisfied with the Trust's decision following your complaint, you may wish to contact:

Information Commissioner's Office, Wycliffe House, Water Lane Wilmslow, Cheshire SK9 5AF

Their web site is at www.ico.gov.uk. The Information Commissioner will not normally consider an appeal until you have exhausted your rights of redress and complaint to Tarporley War Memorial Hospital.