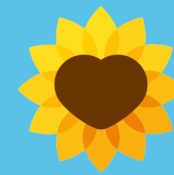




East Cheshire  
Hospice



East Cheshire  
Hospice

If you, your family or loved ones would like to keep in touch with the Hospice to learn more about our events and how you could support us, please visit [www.eastcheshirehospice.org.uk/keepintouch](http://www.eastcheshirehospice.org.uk/keepintouch)

# Using patient information

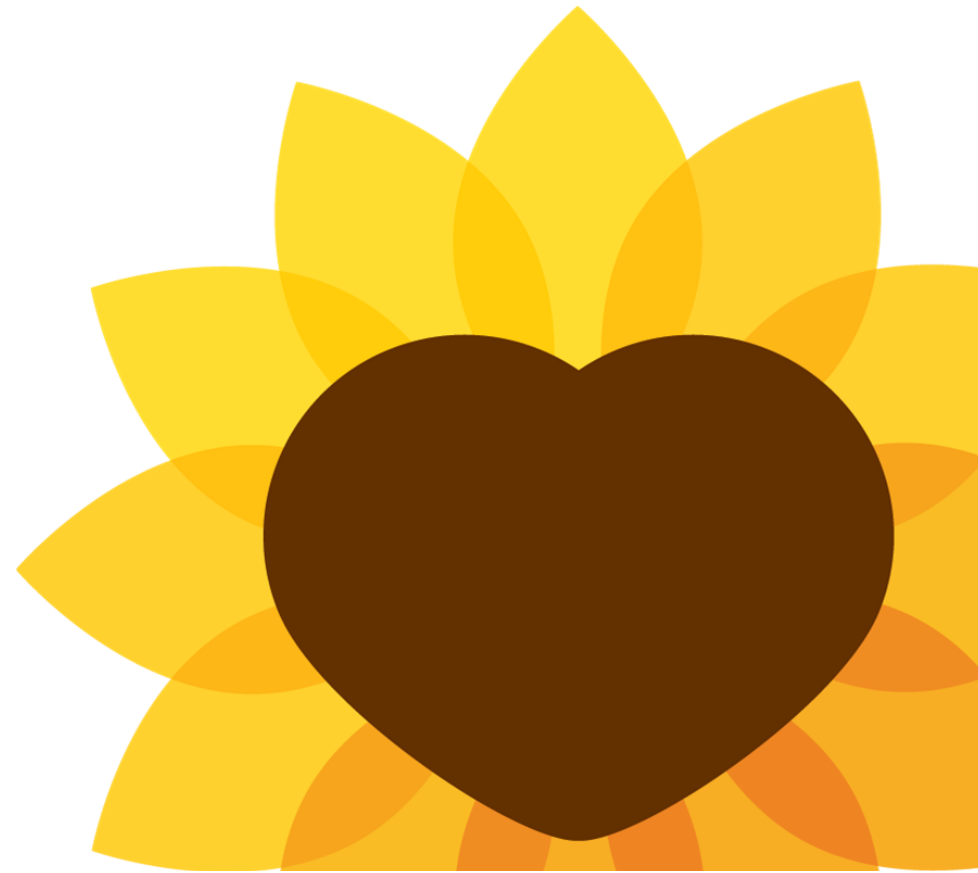
How East Cheshire Hospice uses information on our patients

East Cheshire Hospice  
Millbank Drive  
Macclesfield  
Cheshire SK10 3DR

Main reception: 01625 610364

[www.eastcheshirehospice.org.uk](http://www.eastcheshirehospice.org.uk)

GDPR-01-0720



## What records do we keep about you?

If you use the services available at East Cheshire Hospice, we will hold records containing:

- Your name
- Your address
- Your date of birth
- Your next of kin
- Your NHS number
- Details of your physical and mental health
- Any allergies you may have
- Details of operations or treatments you may have undergone
- Details of any current and past medications
- Contact we have had with you such as clinical visits
- Notes and reports about your health
- Relevant information from people who care for you and know you well, such as health professionals and relatives.

These records may be stored electronically or may be hard copy (paper) records.

## Why do we keep this information?

East Cheshire Hospice aims to provide all patients with the highest standards of care. To do this, we must keep records about you, your health and the care we have provided or plan to provide for you.

## How are your records used?

We keep information about you so that we can give you the best care, medical treatment and support for your needs at the time.

Information will only be used with your consent, unless the law requires us to pass on the information.

We use your records to:

- Provide a good basis for all health and care decisions made by you and care professionals
- Allow you to work with those providing care

- Make sure your care is safe and effective, and that we work effectively with others who also support you. For example, we would pass on any dietary requirements to our catering team.

Others may also need to use records about you to:

- Check the quality of care (for example during a clinical audit)
- Keep track of our spending
- Help investigate any concerns or complaints you or others have about your care
- Teach health and social care professionals and volunteers
- Help with research.

Sometimes records are used for audit or research purposes. In these cases the records will usually be made anonymous so that you cannot personally be identified from them. Occasionally it may be necessary to use records which do identify you for these purposes, but this is quite rare and where possible we will let you know first.

All the information that we have on our patients is stored securely and treated in the strictest confidence. If you have any questions or concerns about the use of your data, please speak to a member of our team.

## How is your information shared?

To ensure that we provide the best care for you we share relevant health information about you in a number of ways:

- We share relevant hospice health records with your GP, district nurses and other community based healthcare professionals who may be involved in your care
- Each week we hold a face-to-face team meeting in the hospice with a number of different healthcare professionals e.g. the community Specialist Palliative Care team. Here, your care needs will be discussed where appropriate. This ensures continuity between healthcare teams, enabling the provision of ongoing support and advice' If you have any objections to us sharing your records, please speak to a member of the hospice team.