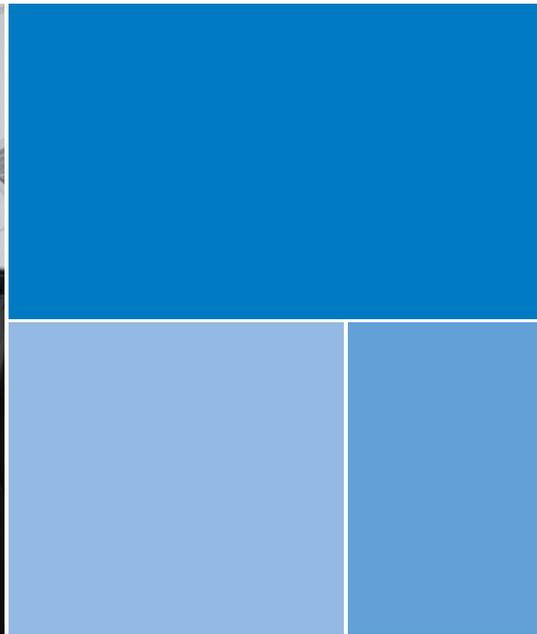


Patient Confidentiality



Why we ask for information
about you, what we do with it
and how we share it

Your information

The duty to share information can be as important as the duty to protect confidentiality. The Trust ensures all staff know how and when to share information safely while following rules on confidentiality.

It covers the five confidentiality rules:

- Confidential information about service users or patients should be treated confidentially and respectfully.
- Members of a care team should share confidential information when it is needed for the safe and effective care of an individual.
- Information that is shared for the benefit of the community should be anonymised.
- An individual's right to object to the sharing of confidential information about them should be respected.
- The Trust has policies, procedures and systems in place to ensure confidentiality rules are followed.

The General Data Protection Regulations (GDPR) in force from 25 May 2018 set a platform on how your data will be managed by the Trust.

The GDPR Principles:

- Processed lawfully, fairly and in a transparent manner
- Collected for specified, explicit and legitimate purposes
- Adequate, relevant and limited to what is necessary
- Accurate and where necessary, kept up to date
- Kept in a form which permits identification of data subjects (a person whose personal data is being held) for no longer than is necessary
- Processed in a manner that ensures appropriate security of personal data.

The Trust ensures that all staff handle confidential information appropriately within the framework of the outlined principles.

The Caldicott Principles:

- Justify the purposes for using confidential information
- Don't use personal confidential data unless it is absolutely necessary
- Use the minimum necessary personal confidential data
- Access to personal confidential data should be on a strict need to know basis
- Everyone with access to personal confidential data should be aware of their responsibilities
- Comply with the law
- The duty to share information can be as important as the duty to protect patient confidentiality.

Why is information collected about you?

We must keep records about you, your health and the care we have provided to you:

- To give you the best possible healthcare and treatment
- To help manage and plan services for you
- To help monitor and evaluate services
- To help with teaching and research
- To avoid delays in searching for your medical records
- To identify what types of illness the general public suffers from and to plan better care (this information is sometimes passed for entry to national registers e.g. the diabetic register, cancer register, transplant databases).

What information might you be asked for?

- Your personal details
- Your physical health
- Your mental health
- Treatments you have received.

If you are uncertain why a question is relevant to your healthcare, please ask a member of staff to explain this.

Where is the information kept?

Some information is kept in written records and some is kept on computer records. Sometimes information is kept on both. All computers are password controlled. All records are stored in secure areas when not in use.

All personal information about you either on computers or in written records is protected by the GDPR.

How is your information shared and with whom?

Most information is only passed to the healthcare professionals involved in your care.

They will use this to:

- Provide a good basis for all health decisions made about you
- Make sure your care is safe and effective.

You may be receiving care from other people as well as the Hospital. So that we can all work together for your benefit, we may share some information about you to help this.

For example:

Your General Practitioner (GP), staff at another specialist hospital, a pharmacist dispensing drugs for you, or a radiologist reporting on your x-rays.

Anonymous statistical information (any information that could

identify you would no longer be visible) is also used to plan and pay for our services, for research and in surveys.

For example:

Surveys about infection. You will be asked before you are included in any survey, so you always have the option not to take part.

The Department of Health and Social Care needs to identify what types of illness the general public suffers from to plan public health care. This information is sometimes entered on to national registers e.g. the diabetic registers, cancer register, and transplant databases.

We will only share information about you if there is a genuine need for it, and we will only share the minimum amount of information required, taking steps where possible to prevent identification.

Confidentiality

Confidentiality is your right.

Information about you as an individual belongs to you and you have the right to have access to your records if you request to see them. You have the right to confidentiality under the GDPR, the Human Rights Act 1998 and the Common Law Duty of Confidence.

All NHS employees have a confidentiality clause within their contract and have a legal duty to keep information about you confidential. Anyone who receives information from us is also under a legal obligation to keep it confidential.

Information about you will only be shared outside of the NHS after asking your permission. This means that if those who care about you phone us about you while in hospital, we need your permission to tell them. Staff will ask you the names of the people who you would like to know about your condition. They will also ask if there is anyone who may call to whom you would not like information to be given.

The General Data Protection Regulations

Under the GDPR, we have a legal duty to protect any information we collect about you.

We have technologies and processes to safeguard your information, and keep strict security standards to prevent any unauthorised access.

Other information uses

If your information is used for teaching purposes steps are taken to prevent identification.

Your records will also be used to help investigate any concerns or complaints you or your family have about your healthcare.

The Caldicott Guardian

This is the individual who has responsibility for ensuring confidentiality throughout the James Paget University Hospitals NHS Foundation Trust.

The Medical Director is the Caldicott Guardian of our Trust and can be reached via the Trust switchboard if you need to contact them on 01493 452452.

Questions?

If you have any questions about your information or about confidentiality, or if you require this leaflet in another language or in a large print, please contact our Patient Advice Liaison Service:

Contacting PALS and Complaints Staff

The PALS and Complaints Team are available from 9:00 – 17:00, Monday to Friday (excluding public holidays).

PALS - Please telephone 01493 453 240

Complaints – Please telephone 01493453240 or email complaints@jpaget.nhs.uk

Write to – PALS & Complaints Team, James Paget University Hospitals Foundation Trust, Lowestoft Road, Gorleston, Great Yarmouth, Norfolk, NR31 6LA

Your health records

All patients have the right to see their own health records. The Trust website has detailed information on how you can access your records

www.jpaget.nhs.uk/departments-services/departments-services-a-z/health-records/access-to-health-records

Contacts

www.connectingforhealth.nhs.uk

www.jpaget.nhs.uk

Feedback

We want your visit to be as comfortable as possible. Please talk to the person in charge if you have any concerns. If the ward/department staff are unable to resolve your concern, please ask for our Patient Advice and Liaison (PALS) information. Please be assured that raising a concern will not impact on your care. **Before you leave the hospital you will be asked to complete a Friends and Family Test feedback card.** Providing your feedback is vital in helping to transform NHS services and to support patient choice.

Trust Values

Courtesy and respect

- A welcoming and positive attitude
- Polite, friendly and interested in people
- Value and respect people as individuals
So people feel **welcome**

Attentively kind and helpful

- Look out for dignity, privacy & humanity
- Attentive, responsive & take time to help
- Visible presence of staff to provide care
So people feel **cared for**

Responsive communication

- Listen to people & answer their questions
- Keep people clearly informed
- Involve people
So people feel **in control**

Effective and professional

- Safe, knowledgeable and reassuring
- Effective care / services from joined up teams
- Organised and timely, looking to improve
So people feel **safe**



The hospital can arrange for an interpreter or person to sign to assist you in communicating effectively with staff during your stay. Please let us know.

For a large print version of this leaflet, contact PALS 01493 453240

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