



**Space2BHeard CIC**  
**How we use your Personal Information**

**861 Holderness Road**  
**Hull**  
**HU8 9BA**

## **How we use personal information**

### **Introduction**

Space2BHeard CIC (S2BH) needs to use personal information so that we can make sure our patients receive the care, information, advice, treatment and support that is right for them. This leaflet aims to provide details about what information S2BH collects about both our patients and our staff and how we use it.

Information about our patients, their medical treatment and family may be recorded and held on both manual and computerised systems as part of providing them with our services. This information is vital to the efficient operation of the NHS and is needed to give the best possible healthcare.

S2BH supports the rights of all patients to restrict the disclosure of their personal information; however it is essential that patients make these wishes clear and discuss their decision with our staff, as there may be implications of withholding certain information.

### **Information recorded**

Some of the information we record about our patients includes:

- Name, date of birth, address and telephone number,
- Reasons the patient or someone on their behalf contacted us and when,
- The type of services offered or received,
- Relevant information from people who provide regular care for our patients.

It is essential that we have accurate and up to date details to ensure the appropriate care and treatment is provided to our patients. For this reason we ask that our patients let us know any changes to their personal details as soon as possible.

### **Health records**

Patient's health care records are used to ensure that:

- Health care professionals looking after patients have accurate and up-to-date information about the patient to help them decide on any future care required,
- Full information is available should a patient need to see another doctor or be referred to a specialist or another part of the NHS,
- There is a good basis for assessing the type and quality of care a patient has received.

Where appropriate S2BH shares information about patients with other organisations involved in their care or treatment. This is usually done in consultation and agreement with the patient, or a guardian or a relative where appropriate.

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Secretaries, receptionists, and other clerical staff need access to our patient's records in order to perform administrative tasks, for example, booking appointments and communicating with patients.

In certain circumstances S2BH are required by law to report information to appropriate authorities, for example where there are issues of safety to the public.

### **How patient health records help the NHS**

Some of our records are held jointly with other public sector organisations. As partnership working strengthens between such organisations, information about individuals is increasingly being shared across organisations. To support the planning and delivery of services within the NHS, Public Health England and organisations conducting medical research require information from S2BH such as medicines prescribed; numbers of patients seen, etc.

S2BH takes appropriate steps to ensure personal information is shared securely and confidentiality is maintained; wherever possible personal details such as name and address are removed prior to the information being shared.

### **Providing accurate information**

S2BH has a legal duty to maintain full and accurate records of the care they give. It is vital that S2BH obtains accurate information from our patients. Accurate and up-to-date information ensures appropriate care is provided to the correct patient and our resources are adequately managed.

In order to help us ensure we meet our requirements, we request that each time our patients visit our sites they inform us if any of their details have changed and highlight any previous errors or omissions.

S2BH supports the rights of all patients to restrict the disclosure of their personal information; however, it is essential that patients make their wishes clear and discuss their decision with our staff, as there may be implications of withholding certain information.

### **How we use patient information**

Information may be shared in line with the Data Protection Act 1998 to facilitate collaborative working with our partners in Healthcare and to deliver safe and effective patient care.

### **Other uses of patient information**

To investigate complaints, legal claims or untoward incidents In order to deal with issues raised or to process a patient complaint or legal claim, staff within S2BH will access their medical records and may share information with staff within S2BH, as well as, external third parties where applicable.

S2BH takes patient safety very seriously. If an incident occurs which was not expected S2BH will investigate and the staff involved in a patients care, with support from S2BH may require access to medical records. When reporting an incident staff have access to basic patient information.

## **Ethnicity information**

We ask for our patient ethnicity information so that we can understand the needs of patients from different groups and provide better and more appropriate services. We want everyone, no matter what their ethnic group, religion or culture, to be able to use our services easily and effectively. Ethnic group data can help staff ensure that you access appropriate services and can help us understand individual's needs.

## **Religion and Beliefs**

Our patients are at the heart of everything we do. S2BH understands in order to provide the best customer care, we must treat each other and our patients with dignity and respect. As part of this S2BH collects information on patients religion, this enables us to make arrangements designed to support individual patient's spiritual needs and preferences whilst they are in our care.

## **Quality Improvement and Audit**

The quality of care and the treatment our patients receive is sometimes reviewed through the process of quality improvement and clinical audit. This may involve the reviewing of patient records. Any information collected from this review is anonymised so that individual patients cannot be identified. Anonymous statistical information may also be passed to organisations or individuals with legitimate interest, including universities, professional bodies and research institutions. Where it is not possible to use anonymised information, personal identifiable information may be used for essential healthcare purposes. This will only happen with patient consent or under other special circumstances.

## **Research**

Some research will require patients direct involvement in which case the circumstances of information to be shared will be fully explained to the patient and express consent is required. If a patient does not consent they will not be included in the trial. Sometimes, researchers need access to individual medical files. The researchers must present their case to check that their research is appropriate and worthwhile prior to starting clinical trials, which is when your consent would be asked for. Sometimes it may be impractical (or even impossible) to contact individuals for their consent, in which case the researchers must be able to show that there is enough benefit to the public at large to justify accessing information without consent.

## **Access to records Under the Data Protection Act 1998**

Patients and staff are entitled to find out what information we hold about them. This is known as a "right of subject access" and it applies to all records, including health records. Although individuals are entitled to receive a copy of their records a charge may be made to cover our administration costs.

## **Keeping information secure**

S2BH takes the security of personal information very seriously. Everyone working for the NHS has a legal duty to keep information about patients confidential. S2BH abides by Information Rights Legislation and good practice guidance regarding the personal information. Any breaches of security

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or incidents relating to Information Governance are investigated, actioned and reported S2BH Board of Directors.

In order to support our staff in ensuring personal information is kept securely S2BH has a number of policies which set out the requirements staff must fulfil when accessing or sharing personal information.

Furthermore, all staff receives Information Governance Training every year which includes topics such as information security, confidentiality and data protection.

### **Compliments, comments and complaints**

We are committed to ensuring our patients receive the very best care; when issues are drawn to our attention, we make every effort to restore our high standards immediately.

For compliments, comments informal/formal complaints, please contact: S2BH Admin Team, Tel: 01482 705023 Email: [hello@s2bh.org](mailto:hello@s2bh.org)

Further information If you would like to know more about how we use personal information or if, for any reason, you do not wish to have your information used in any of the ways described in this leaflet, please speak to the health professionals handling your care.

You can also contact our Information Governance Lead, Michelle Shanley on 01482 705023, email: [hello@s2bh.org](mailto:hello@s2bh.org)