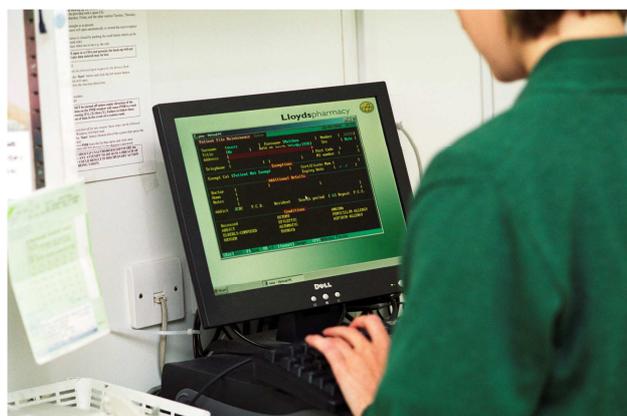


Confidentiality and How We Use Patient Information

Information Governance Performance Assurance

This leaflet has been designed to give you important information and to answer some common queries you may have.



Information for patients and visitors

Introduction

This leaflet tells you how Northern Lincolnshire and Goole NHS Foundation Trust (or 'the Trust') process information about you in accordance with the Data Protection Act 1998, this is often referred to as a fair processing notice. It tells you:

- Why we collect information about you
- How your records are used
- Circumstances where we may need to share information about you and
- Your rights

Your Personal Information

We need to collect and record information about you within paper based and electronic formats in order to provide the right kind of services to meet your needs.

This information may include:

- Details about you including date of birth, contact details and next of kin
- Your previous contact with other services we as a Trust provide
- Information to do with your medical history, treatments, care and investigation results
- Relevant opinions from health care professionals who provide care for you

Our Duty

- We have a duty to maintain full and accurate records of the care we provide to you
- Keep records about you confidential; secure and accurate and
- Provide details of the information we hold about you in a format that is accessible

on request (for example in large type if you are partially sighted)

How do we use this information?

We use the information we collect:

- Primarily to provide you high quality care that is safe and effective, taking into consideration you as an individual and ensuring care is relevant to you
- Full information is available should you need to see another healthcare professional or need referral to a specialist or another health or social care organisation providing NHS care and support
- Forms the basis for assessing quality of care provided and helps us focus on continuous quality improvement
- Ensuring that we can properly investigate any concerns raised in the event of you needing to make a complaint to us

Some of your information may also be used to help the Trust and the NHS in relation to:

- Understanding and supporting care for the health of the general public
- Ensuring payment for care providers
- Audit purposes
- Investigate complaints, legal claims or untoward incidents
- Plan service delivery in the future
- Inform the development of statistics to understand NHS performance
- Teaching and training purposes
- Quality improvement purposes
- Conducting health research and development

Information for patients and visitors

Circumstances in Which We Might Need to Share Information About You

Health care professionals may need to share your information with other professionals involved in planning or providing care to you, including:

- Diagnostic services to provide analysis and reporting of investigations undertaken as part of your care,
- Administrative teams to facilitate planning and current contact with the services that the Trust provide,
- Quality improvement teams looking to evaluate and improve care quality,
- Commissioners of Trust services or other providers of health and social care, for example:
 - Your GP
 - Other NHS providers
 - NHS bodies responsible for arranging and paying for (“commissioning”) healthcare services
 - Other Social care providers
 - Voluntary sector providers (for example in the Stroke Unit, the Stroke Association, a charity, provides services on behalf of the NHS and therefore your information will be shared with them following your discharge from hospital so they can provide you with care and support in the community)

Protection of Your Information

All NHS services, in line with the Data Protection Act and relevant NHS guidance, are bound to a strict code of confidentiality.

Any information shared therefore is in line with this strict code of confidence.

The Trust has in place a Caldicott Guardian, a role mandated by the NHS, who is responsible for protecting confidentiality of patient and service information and support appropriate data sharing.

The Trust is also registered with the Information Commissioners Office, registration reference number: Z6405159.

Your Rights

You have the right to confidentiality under the Data Protection Act.

You have the right to withhold permission for use of personal information about you with another organisation. If you do withhold permission this may affect the provision of services to you by that organisation or by us.

You have the right to know what information we hold about you and how this information is processed. You can request a copy of your record in permanent form by contacting:

Medico-legal department,
Scunthorpe General Hospital,
Cliff Gardens,
Scunthorpe,
North Lincolnshire,
DN15 7BH.

Related Leaflets

Information on your Baby - A guide on why we collect it – IFP-0346.

Information for patients and visitors

Concerns and Queries

If you have any concerns / queries about any of the services offered by the Trust, in the first instance, please speak to the person providing your care.

For Diana, Princess of Wales Hospital

Alternatively you can contact the Patient Advice and Liaison Service (PALS) on (01472) 875403 or at the PALS office which is situated near the main entrance.

For Scunthorpe General Hospital

Alternatively you can contact the Patient Advice and Liaison Service (PALS) on (01724) 290132 or at the PALS office which is situated on C Floor.

Alternatively you can email:
nlg-tr.PALS@nhs.net

Zero Tolerance - Violent, Threatening and Abusive Behaviour

The Trust and its staff are committed to providing high quality care to patients within the department. However, we wish to advise all patients / visitors that the following inappropriate behaviour will not be tolerated:

- Swearing
- Threatening / abusive behaviour
- Verbal / physical abuse

The Trust reserves the right to withdraw from treating patients whom are threatening / abusive / violent and ensuring the removal of those persons from the premises.

All acts of criminal violence and aggression will be notified to the Police immediately.

Risk Management Strategy

The Trust welcomes comments and suggestions from patients and visitors that could help to reduce risk.

Perhaps you have experienced something whilst in hospital, whilst attending as an outpatient or as a visitor and you felt at risk.

Please tell a member of staff on the ward or in the department you are attending / visiting.

Moving & Handling

The Trust operates a Minimal Lifting Policy, which in essence means patients are only ever lifted by nursing staff in an emergency situation.

Patients are always encouraged to help themselves as much as possible when mobilising, and if unable to do so, equipment may be used to assist in their safe transfer.

If you have any questions regarding moving and handling of patients within the Trust, please speak to a member of staff in the ward or department you are visiting.

Northern Lincolnshire and Goole NHS Foundation Trust

Diana Princess of Wales Hospital
Scarcho Road
Grimsby
DN33 2BA
01472 874111

Scunthorpe General Hospital
Cliff Gardens
Scunthorpe
DN15 7BH
01724 282282

Goole & District Hospital
Woodland Avenue
Goole
DN14 6RX
01405 720720



Information for patients and visitors

www.nlg.nhs.uk

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