

Hospice in the Weald strives to ensure the community it serves has access to compassionate, individualised, holistic and supportive care to patients with a terminal illness, their families and carers.

We always put patients first and are passionate about making whatever time may be left as fulfilled, dignified and comfortable as it can be.

Hospice in the Weald clinical care, be that at the Hospice in Pembury, Cottage Hospice in Five Ashes, or in patients homes, addresses and minimises physical symptoms including pain, while spiritual care, counselling and wellbeing therapies care for the emotional needs of patients, their families and carers.

All of our care is offered free of charge; we are not part of the NHS or any other organisation. It costs over £7 million to run Hospice in the Weald each and every year. 90p of every £1 raised is spent directly on patient care.

For more information regarding Information Governance please contact



Paul Madden—Care Director on 01892 820494 or

Paul.madden@hospiceintheweald.org.uk

The Caldicott Guardian
www.dh.gov.uk

The Information Commissioner
The Information Commissioner's Office is the UK's independent authority set up to uphold information rights in the public interest, promoting openness by public bodies and data privacy for individuals. You can find facts and advice about freedom of information, data protection and personal data.
www.ico.gov.uk

Data Protection Act 1998
www.gov.uk/data-protection

Hospice in the Weald, Maidstone Road, Pembury, Tunbridge Wells, Kent TN2 4TA
Tel 01892 820500 enquiries@hospiceintheweald.org.uk
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Sharing Your Information



Compassionate, Individualised,
Holistic and Supportive Care



At Hospice in the Weald we use your personal and health information so that we can make sure that you receive the best care, and to keep you and your loved ones up to date with news from Hospice in the Weald.

We routinely share your health information with other Health and Social Care Professionals such as your GP, Consultant or District Nurse in order to ensure safe, effective and joined up care.

Sharing your information means that all of your care team has access to the most up to date information.

This may include:

- Specialist Nurses
- Kent Community Health
- Acute Hospitals
- Ambulance Service

We share your data by using:

- Secure NHS email
- KMCR (Kent Medway Care Record)
- Raisers Edge (In-House Fundraising Database)
- EMIS (Electronic Care Record System which holds your information)

All identifiable information that we hold about you is stored securely on a specialist computer system. Only authorised members of staff can access this system.

All Hospice staff receive annual mandatory training to ensure that they are aware of their responsibilities and have a contractual obligation to keep your information safe and confidential.

Should you change your mind and wish to stop sharing your information please contact your Hospice Nurse.

The General Data Protection Act (GDPR) 2018, strengthens your rights over your personal data. It also make us (the Hospice) more accountable for what we do with your information.

You have the right to:

- Have your information processed fairly and lawfully
- To access any identifiable information we hold about you
- Expect us to keep your information confidential and secure
- Request that your confidential information is not used beyond your own care and treatment
- Have your objections considered
- Withdraw or refuse consent to share information at any time
- Have inaccurate information corrected or removed

If you have any queries about the information we hold please write to:

Care Director
Hospice in the Weald
Maidstone Road
Pembury
Tunbridge Wells
Kent
TN2 4TA

Or email:

Paul.madden@hospiceintheweald.org.uk

Your health records contain confidential patient information. This can be used to help with research and planning. For more information regarding this and how to stop your confidential patient information being used for research and planning please go to the www.nhs.uk/your-nhs-data-matters/

Please be aware, we may be asked to share contact details for you with our regulator the Care Quality Commission.