

Access our Care

Hospice in the Weald cares for patients with a terminal illness, and those important to them, in West Kent and Northern East Sussex.

Care is provided completely free of charge across our services, from in-patient care, to care in patients' own homes, as well as practical support to help patients live well. We are there 24 hours a day to help, by providing compassionate, personalised and holistic care. Hospice care addresses and minimises physical symptoms as well as looks after the emotional needs of patients and their loved ones.

For further information please contact us on **01892 820515** or via our website www.hospiceintheweald.org.uk



Hospice in the Weald, Maidstone Road,
Pembury, Tunbridge Wells TN2 4TA

www.hospiceintheweald.co.uk

Registered Charity No. 280276
Company No. 1499846



We need to raise **over £8 million** to run Hospice in the Weald each and every year.

90p of every £1 raised is spent directly on **patient care**.

We are not part of the NHS, and we generate more income from our charity shops than we receive in government funding.



Sharing Your Information



For more information please visit www.hospiceintheweald.org.uk

Hospice Outreach Service is part of Hospice in the Weald providing care and support to patients and those important to them.



Sharing your information

At Hospice in the Weald, we use your personal and health information so that we can make sure 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)
- Our electronic prescribing system with Ashtons pharmacy, which holds information for patients staying at Cottage Hospice or the In-Patient Ward

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 training to ensure 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.

General Data Protection Act

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 (CQC).

You may also find useful information on our website:

www.hospiceintheweald.org.uk

We may also share your data to contribute to national research or planning projects about Hospice care. In these cases, the data we share will be anonymised. You have the right to opt out of your data being used for this purpose. If you would like to do so, please update us using the contact details in this leaflet.