

### How we use and share your information to help you

#### Making your health record work for you

GenesisCare needs to keep a record of the care you receive to ensure that:

- Professionals involved in your care have accurate and up-to-date information
- We have all the information necessary for assessing your needs and providing excellent care
- Your concerns can be properly investigated if you raise a complaint
- Accurate information is available about you if you:
  - Move to another area
  - Need to use another service
  - See a different healthcare professional.

#### Your record

We have a duty to:

- Maintain full and accurate records of the care we provide to you
- Ensure that your records are confidential, secure and accurate
- At your request, provide a copy that is in an accessible format (eg. in large type if you are partially sighted).

Your record includes:

- Your name, address and date of birth
- Contacts we have had with you, such as appointments
- Notes and reports on your health
- Details of treatment and care, images and test results
- Information on medicines, side effects and allergies
- Relevant information from people who care for you and know you well, such as health professionals and relatives.

The staff who see you may also add notes on their professional opinion.

If you wish us to, and it is practical, we will discuss and agree with you what we are going to enter on your record and show you what we have recorded.

#### Identifying you as an individual

We have many patients with similar names so it is vitally important for all patients to be properly identified as individuals.

In order to be absolutely sure that you have been correctly identified we ask you for at least three pieces of information. Suitable items include:

- Full name
- Date of birth
- NHS number
- National Insurance number
- Passport number
- Permanent (home, not a temporary) address
- Phone numbers

### How you can help us to keep your health record

- Let us know when you change address, telephone number or name
- Keep a note of your unique NHS number
- Tell us if any information in your record is incorrect
- Give your consent so that we can share information about you to make sure you receive the right healthcare
- Tell us if you change your mind about how we share the information in your record.

### How GenesisCare uses your contact details

We take your privacy seriously so please let us know how you want us to contact you.

#### Telephone

**If you provide a mobile phone number:** we may ring, leave a message or text you, so tell us if you do not want us to do so.

**If you provide a landline:** we may leave a message, so tell us if you do not want us to do so.

#### Email

**If you provide us with your email address:** we may use it send confidential health information, unless you have told us not to do so.

Please read the following before providing us with your email address.

- Emails can be quick and convenient and will allow you to keep a record (unlike a phone call). However, although our own systems are secure, it may be possible to intercept your email when it is being sent over the internet.
- Be aware also that if you share your computer others may read your emails.
- You could use email to contact staff in relation to a query or to ask about an appointment.
- Do not give more personal information than we need to process your request.
- Do not ask us to send you medical details that you would not want seen by other people.

If you have an urgent question or feel unwell after going home after treatment contact your Centre immediately by telephone, do NOT email.

### How your records are kept

Our guiding principle is that we hold your records in strict confidence.

GenesisCare is registered under the Data Protection Act 1998. It abides by the law and observes good practice in maintaining confidentiality and appropriate information security.

Information about you and the services you receive may be held in a number of formats and will be kept for the specific retention periods outlined by the relevant professional bodies. GenesisCare uses secure electronic systems to store medical records, X-rays and details of prescriptions. Patient data held on paper or disk will be processed in accordance with the Data Protection Act and destroyed using secure documented procedures at the end of treatment.

## Patient Information Leaflet

### How your records are used

We use your records to:

- Ensure that any treatment or advisory services we provide to you are based on accurate information.
- Send a letter about your care to your GP at the end of your treatment, unless you tell us not to do so.
- Work effectively with other services providing you with treatment or advice.
- Monitor the quality of our care and help us to understand the outcomes of care.
- Investigate any concerns or complaints you or your family have about your health care.
- Provide information that is needed for financial transactions in relation to payment for treatment, such as billing. For private patients this may include details shared with your insurance company. If you have any concerns about this, please contact your insurer.

### Anonymised data

We may remove your name and other details that could identify you so that we can use the information in your record anonymously to:

- Monitor and improve the quality of care received by patients
- Protect the health of the general public, for example we may share anonymous and aggregated patient information with organisations such as the National Institute for Clinical Excellence and the Cancer Registry for research or statistical purposes
- Train and educate staff

Wherever possible, we anonymise your data or use a quasi- identifier such as a patient number or NHS number.

### Sharing your health record

GenesisCare has a Caldicott Guardian who is responsible for protecting the confidentiality of patient information and making sure that information is shared where this is appropriate.

To make sure you receive all the care and treatment you need, we may need to share the information in your health record with other staff and organisations. This could include:

- Other healthcare professionals, such as doctors, pharmacists, and pathology and radiology staff involved in the analysis and reporting of diagnostic tests
- Your GP
- Other hospitals and private sector organisations involved in your care
- Local authority departments
- Voluntary organisations providing on-going support
- Administrative support staff

Anyone who receives information from us also has a legal duty to keep it confidential.

We **may also** share information that identifies you where:

- You ask us to do so
- We ask for specific permission and you agree to this
- We are required to do this by law
- We have special permission because we believe that the reasons for sharing are so important that they override our obligation of confidentiality (eg. to prevent someone from being seriously harmed).

## Patient Information Leaflet

GenesisCare does not give the names and addresses of patients to other organisations except under the circumstances described in this Privacy Notice.

Unless you have signed an additional consent, GenesisCare will not contact you after your visit for purposes other than:

- Follow up of care
- Collecting your views about your stay with us
- Settlement of your account

### Sharing information with your family and friends

We will normally share information about the progress of your treatment with the person you name as your Emergency Contact on the Registration Form, unless you have told us not to do so. Your emergency contact should be someone that you trust and feel close to. It does not have to be a blood relative; it can be a good friend. We ask patients to name their emergency contact so that we know who you would like us to keep informed about the care we provide or the decisions we need to make. In identifying your emergency contact, you are giving us permission to keep her or him informed.

You can also name other people, with whom you would like us to share information about you. We make best efforts to ensure that information provided over the telephone is restricted to those you have named and we share on a need to know basis. Sometimes this means refusing to disclose information about you to someone who feels they should know about your treatment and progress. Please make your family and friends aware of this.

### Special situations

Sometimes we have a legal duty to provide information about people; examples are reporting some infectious diseases, and when a court order instructs us to do so.

Records may be shared without the patient's consent in exceptional situations, such as to safeguard adults.

### External Regulation

The Care Quality Commission is the independent regulator of health care and they also protect the interests of people whose rights are restricted under the Mental Health Act. They routinely inspect our premises to quality check information we hold and the services we provide in line with the Health & Social Care Act 2012. This is designed to ensure that patients using services are protected and receive the care, treatment and support they need. These inspectors have the authority to access personal information without the permission of patients.

### Sharing your records outside the EU

If your permanent address is outside the EU, or your treatment is continuing outside the EU, we may send details of your treatment to individuals based outside the EU specifically to promote your ongoing care. This would normally be the doctor who referred you to us for treatment. If you wish, we can give you the documents so that you have physical control over this information.

### How can I stop my information from being shared?

If you do not want us to share your information with your GP, other healthcare providers or carers, please tell the team looking after you. But please note that not sharing your information may affect the care you get.

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You have the right to request that your confidential information is not used beyond your own care and treatment and to have your objections considered. Where your wishes cannot be followed you will be told the reasons including the legal basis. You may at any time withdraw any consent you have previously given GenesisCare to process information about you.

If you wish to exercise your right to opt-out, withdraw consent to use your information, or to speak to somebody to understand what impact this may have, please discuss your concerns with your clinician, or your Centre Leader or write to [infogov@genesiscare.co.uk](mailto:infogov@genesiscare.co.uk), typing 'Opt Out Request' in the subject line of the email.

### National Cancer Registration Service

Information about you and your cancer will be provided to the National Cancer Registration Service. The Service has the government's permission to collect this information to promote research, monitoring and improvement of cancer care. The Service has strict confidentiality guidelines.

Further information is available at [www.ncr.nhs.uk](http://www.ncr.nhs.uk).

You can object to your details being included in the Service and ask to have your information removed. This will not affect your treatment or your care.

If you do not consent to your information being used for reasons other than your direct care, please advise a member of the Patient Admin team.

To have your information removed, email [optout@ncr.nhs.uk](mailto:optout@ncr.nhs.uk) or write to: Director, National Cancer Registration Service, Public Health England, Wellington House, London, SE1 8UG.

### Your legal rights

GenesisCare is the Data Controller of the data it holds about its patients and staff.

You have the right to confidentiality under the Data Protection Act 1998 (DPA), the Human Rights Act 1998 and the Common Law Duty of Confidentiality. The Equality Act 2010 may also apply.

You have the right to know what information we hold about you, what we use it for and if the information is to be shared, who it will be shared with.

You have the right to apply for access to the information we hold about you. Other people can also apply to access your health records on your behalf. These include anyone authorised by you in writing (such as a solicitor), or any person appointed by a court to manage your affairs where you cannot manage them yourself. Access covers:

- The right to obtain a copy of your record in permanent form;
- The right to have the information provided to you in a way you can understand, and explained where necessary, for example where abbreviations have been used.

You would not be entitled to see information that:

- Has been provided about you by someone else if they haven't given permission for you to see it
- Identifies another person who has not given permission for you to see the information about them
- Relates to criminal offences
- Is being used to detect or prevent crime
- Could cause physical or mental harm to you or someone else.

If you are currently receiving services from us and wish to view the record without obtaining a copy, discuss your request with the clinician in charge of your care.

## Patient Information Leaflet

### Obtaining a copy of your record

If you wish to apply for access to the information we hold about you. Please note:

- You should send your request in writing to your Centre Leader, or to the GenesisCare Data Protection Officer, details in the Useful Contacts section
- You should provide enough information to enable us to correctly identify your records, for example include your full name, address, date of birth, GenesisCare unique identifier number and NHS number (if known)
- We will respond to you within 40 days of receiving your request
- You may be required to provide a form of ID before any information is released to you.

Once you receive your records, if you believe any information is inaccurate or incorrect, please inform us.

### CCTV

GenesisCare uses CCTV at some locations/sites for security purposes only and areas monitored by CCTV are signposted.

### Useful details

#### GenesisCare Website Privacy Notice:

<http://www.genescare.co.uk/privacy-policy>

#### Safeguarding:

GenesisCare Safeguarding Lead: 17 Kings Hill Avenue, Kings Hill, West Malling, ME19 4UA

#### Complaints, Compliments, Questions:

If you require this leaflet in a different format or you need further information or assistance, please speak to your Centre Leader or the Data Protection contact, details below.

#### Data Protection:

GenesisCare Data Protection Officer, GenesisCare Head Office, Wilson House, Waterberry Drive, Waterlooville, PO7 7XX.

#### Information Governance Manager:

email - [infogov@genescare.co.uk](mailto:infogov@genescare.co.uk)

#### Information Commissioner's Office (ICO)

For more information about your rights under the Data Protection Act, contact:

The Information Commissioner's Office  
Wycliffe House  
Cheshire SK9 5AF  
Helpline: 08456 30 60 60  
Website: [www.ico.gov.uk](http://www.ico.gov.uk)