

Fair Processing Notice

Administration of Medical Services

This document is designed to give you important information about how your information is collected and used by Queenscourt Hospice for the purpose of administration of medical services

1. Fair Processing Notice (FPN)

QCH has a number of notices FPNs to explain how each service or function operates. Each FPN is for a specific information purpose

- Tier One – Overarching Principle
- Tier Two – Specific to the information type and use e.g. each processing activity
- Tier Three – Service specific

2. What personal identifiable data (PID) do we collect?

- Identifiers, such as name, address, date of birth, marital status
- Unique reference number, such as the NHS number
- Detailed, multi-speciality, clinical history
- Basic clinical history, current medical conditions only
- Other support information, such as next of kin and significant others and Advanced care planning
- Safeguarding information (where applicable)
- Information requested from other parties
- Other

3. How is your information used?

- Direct care, e.g. diagnose and provide treatment for your current condition(s)
- Non direct care, e.g. identifiable information used for service planning and activity reporting
- Anonymised secondary uses, e.g. national activity reports and aggregated data

4. How is your information stored

- Electronically
- Manual records
- Mixture of electronic and manual records

5. Who has access to your information

Information is only accessed when there is an authorised purpose.

- Immediate care team within Queenscourt Hospice
- Other healthcare professionals within Queenscourt Hospice
- Healthcare professionals external to Queenscourt Hospice
- Administrative support staff within the direct care team
- Administrative support staff outside of the direct care team
- Support agencies such as the Local Authorities for Social Care
- NHS organisations working on behalf of QCH, e.g. some services are outsourced to NHS Providers
- Non-NHS Partners working on behalf of QCH
- Other

6. Who your information may be shared with?

- Other healthcare professionals within Queenscourt Hospice
- Other departments within Queenscourt Hospice
- Healthcare professionals external to Queenscourt Hospice
- Support agencies such as the Local Authorities for Social Care or the Fire Service
- NHS organisations working on behalf of QCH, e.g. Pathology is outsourced to another NHS Provider
- Non-NHS Partners working on behalf of QCH

- Other External Agencies eg Care Quality Commission
- As required by law, e.g. A Court Order or Public Health England
- Other – Next of Kin and significant others as recorded

7. What consent will be obtained?

- Implied
- Explicit
- Consent is not required

8. What information rights do you have?

Your rights depend on the information collected and on what basis your information is processed

- Informed
- Access – Contact Consultant in Palliative Medicine/Medical Director
- Rectification – Factual information only
- Erasure
- Restrict Processing
- Object to Processing
- Data Portability
- Rights related to decision making and profiling

You can request your information or discuss any other information rights by writing to
Director of Corporate Services, Queenscourt Hospice, Town Lane Kew, Southport, PR8 6RE

9. Can you opt-out from this use of information?

- Yes
- No, the service cannot be provided without the described use of your information
- No, the information is anonymised and you are not identifiable within it
- No, this information use is required by law

10. What to do if you have a complaint or require further information?

 General enquiries about how your information is used, or for further Fair Processing Notices, please contact the Director of Corporate Services on

A definition of terms is contained with Tier One Fair Processing Notice available from the Director of Corporate Services and www.queenscourt.org.uk

If you wish to register a complaint about your information, you can write to:

 Postal address: Queenscourt Hospice, Town Lane, Southport, PR8 6RE

 Email address: hospice@queenscourt.org.uk

This address should not be used for clinical or general complaints

11. Who regulates your information use

The Information Commissioner's Office is the UK's independent body set up to uphold information rights.

Further information about their work and the legislation they cover is available from www.ico.org.uk or by contacting them on the helpdesk number 0303 123 1113