

If you do change your mind in the future please let a member of the clinical team know.

If you've not yet been asked to complete a form and would like to do so please contact a member of staff.

If you would prefer that we didn't share any of your patient information please just let us know. We will make a record of this and ensure that your details are not accessible electronically or in paper format.

For further information please contact...

Christine Allen, Information and Clinical Admin Manager on 0191 285 0063

You can also email [systmone@stoswaldsuk.org](mailto:systmone@stoswaldsuk.org)



We are a registered charity and rely on voluntary donations and legacies to enable us to care for patients and families.

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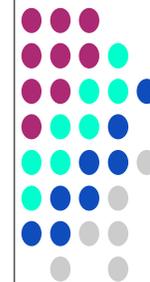
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St Oswald's Hospice



The protection and use of patient information



Your Details



## Your Records

Whilst it's vital that those concerned with your care have access to the information that they need, it's also important that you and your carers can trust that personal information will be kept confidential and that your privacy is respected.

St Oswald's keeps information about you, in both paper and electronic format, so that you can receive care and treatment. This includes information from your health records and other personal information. We keep this together with details of your care, as it will be needed each time you see a member of our team.

You may come into contact with health professionals at St Oswald's, hospitals, health centres, GP surgeries and social services as well as with those who visit you at home. As an organisation, St Oswald's has always been part of a wider local health community and we're now able to share your patient information electronically with the above parties, as well as the traditional verbal and paper communications.

## How we share records electronically

SystemOne is the electronic system that has been adopted by St Oswald's and one of the systems used by the NHS. As it has a central database for storing patient information, your records can be accessed and amended electronically by healthcare professionals.

In effect, this means that there's only one patient record that can be viewed and kept up to date by all health care professionals involved with your care.

## How we share paper records

When a new patient attends St Oswald's we would generally request to see any relevant hospital notes. From then on we will ask to see any copy correspondence.

We may also contact other health care professionals by telephone and face to face to discuss particular aspects of your care.

## How you will benefit

- You'll no longer have to retell your story each time you meet somebody new, as your details will be stored on SystemOne.
- You and your carers may feel more confident as you know that we have access to your full medical history.
- Blood results and notes are sent directly to SystemOne, therefore reducing waiting times for results or action.
- If you react to a certain treatment, this can be recorded so the treatment isn't repeated.
- Your patient information will be more secure on an electronic, encrypted system.

## What security measures are in place?

St Oswald's staff have an obligation to keep all personal information confidential. To ensure that this is followed the following measures are in place:

SystemOne maintains a full audit trail of access to a patient's record ensuring that any inappropriate activity can be identified.

To meet the government's security standards it's important that everyone who has access to patient information has been through the same identity checks.

St Oswald's employees must be registered to the system and given appropriate access in accordance with their role. All employees are required to accept the terms and conditions of SystemOne usage to protect patient data.

## Your permission

You will be asked to complete a St Oswald's Information Sharing Consent Form. This is regarding:

- St Oswald's sharing information with other professionals involved in your care.
- St Oswald's staff accessing your GP record appropriate to the care we're providing.

It also states that you may request for certain pieces of information not to be shared and that you're able to change your mind about information sharing at any time.

