



St George Healthcare Group

Privacy Statement

Who we are

We are a group of independent hospitals providing care and rehabilitation for people with a Brain Injury, Autistic Spectrum Conditions, Deafness and Mental Health issues, in addition to a wide range of neurological conditions.

We employ over 400 staff covering a range of specialisms.

What is a Privacy Notice?

A Privacy Statement is a statement by the organisation to patients, carers/families, visitors, the public and staff that describes how we collect, use, retain, and disclose personal information we hold. It is sometimes also referred to as a privacy notice, Fair processing statement or Privacy Policy.

This Privacy Statement is part of our commitment to ensure that we process your personal information/data fairly and lawfully.

Why do we issue a Privacy Statement?

St George Healthcare Group understands the importance of protecting personal and confidential information in all that we do, and take care to meet our legal and regulatory duties. This statement is one of the ways in which we can demonstrate our commitment to being transparent and open.

This statement explains what rights you have to control how we use your information.

What are we governed by?

The key pieces of legislation/guidance we are governed by are:

- Human Rights Act 1998 (Article 8)
- Access to Health Records Act 1990
- Health and Social Care Act 2012, 2015
- General Data Protection Regulations (25th May 2018)
- The Environmental Information Regulations (2004)
- Computer Misuse Act 1990
- Information Security Management – NHS Code of Practice
- Records Management – Code of Practice for Health and Social Care 2016
- Accessible Information Standards (AIS)
- Freedom of Information Act 2000

Who are we governed by?

- Care Quality Commission
- NHS England
- Department of Health

Our Consultants, Doctors, Nurses, registered healthcare professionals are also regulated and governed by professional bodies including numerous royal colleges.

Why and how we collect information

We may ask for or hold personal confidential information about you which will be used to support delivery of appropriate, high quality care and treatment.

These records may include:

- Basic demographic information, such as Name, Address, Date of Birth, Next of Kin, GP details
- Details and records of care and treatment, including clinical notes, assessments, reports
- Results of tests, for example blood tests, ECG, X-rays
- Information from people/services who may be involved in your care, for example social services

The information we hold may include personal sensitive information such as sexuality, race, religion, beliefs, and whether you have a disability, allergies, and other health conditions. It is important that we have a complete picture, as this information helps all the staff involved in our care to deliver and provide the best care and treatment to meet your individual needs.

How we use information

- To help inform decisions that we make about your care
- To ensure that your treatment is safe and effective
- To work effectively with other organisations who may be involved in your care
- To review care provided to ensure it is of the highest standard possible, through auditing, quality reviews (anonymised information only).
- To provide statistics for NHS contractual purposes on performance

How information is retained and kept safe?

Information is retained in secure electronic and paper records and access is restricted to only those who need to know.

It is important that information is kept safe and secure, to protect your confidentiality. There are a number of ways in which your privacy is shielded; by ensuring we have the necessary IT security measures in place, by removing your identifying information, adhering to strict contractual conditions and ensuring strict sharing or processing agreements are in place.



The General Data Protection Regulation that took effect from 25th May 2018 regulates the processing of personal information. Strict principles govern our use of information and our duty to ensure it is kept safe and secure. St George Healthcare Group is registered with the Information Commissioners Office (ICO).

How do we keep information confidential

Everyone working within the organisation is subject to the Common Law Duty of Confidentiality. Information provided as part of your care and treatment will only be used for the purposes to which you consent to, unless there are other circumstances covered by the law.

All of our staff are required to undertake annual training in Information Governance which covers data protection, confidentiality, information sharing and information security.

Who will the information be shared with?

To provide the best care and treatment possible, sometimes we may need to share information about you with others. We may share your information with a range of Health and Social Care organisations and regulatory bodies. You may be contacted by any one of these organisations for a specific reason; they will have a duty to tell you why they have contacted you. Information sharing is governed by specific rules and law.

Patient information is shared with the clinicians involved in the direct care of patients and also for necessary administration to support that care. This sharing is based on a hospital performing its intended function in the public interest.

Any sharing of information for purposes beyond enabling direct patient care will only occur where advised and consented to by the patient, except in circumstances where the law requires or allows the organisation to act otherwise.

Each hospital within the organisation shares patient information with a range of organisations or individuals for a variety of lawful purposes, and may disclose information to:

- GPs and NHS organisations/staff for the purposes of providing direct care and treatment to the patient, including administration
- Social workers or to other non-NHS staff involved in providing healthcare
- Specialist organisations for the purposes of clinical auditing
- Medical researchers for research purposes (subject to explicit consent, unless the data is anonymous);
- NHS managers and the Department of Health for the purposes of planning, commissioning, managing and auditing healthcare services
- Bodies with statutory investigative powers - e.g. the Care Quality Commission, the GMC, the Audit Commission, the Health Service Ombudsman



Also, where necessary and appropriate, to:

- Non-statutory investigators - e.g. Members of Parliament
 - Government departments other than the Department of Health
 - Solicitors, the police, the Courts (including a Coroner's Court), and tribunals and enquiries
 - The media (normally the minimum necessary disclosure subject to explicit consent)
- Confidential patient-identifiable information is only shared with other organisations where there is a legal basis for it as follows:
- When there is a Court Order or a statutory duty to share patient data
 - When there is a statutory power to share patient data
 - When the patient has given his/her explicit consent to the sharing
 - When the patient has implicitly consented to sharing for the purpose of the direct provision of healthcare
 - When the sharing of patient data without consent has been authorised by the Confidentiality Advisory Group of the Health Research Authority (HRA CAG) under Section 251 of the NHS Act 2006

Patient information may be shared, for the purposes of providing direct patient care, with other NHS 'provider' organisations, such as NHS Acute Trusts (hospitals), NHS Community Health (primary care), NHS general practitioners (GPs), NHS ambulance services etc.

In such cases, the shared data must always identify the patient for safety reasons.

For the purposes of commissioning and managing healthcare, patient information may also be shared with other types of NHS organisations, such as the local Clinical Commissioning Group (CCG), and the Health & Social Care Information Centre (part of NHS England).

In such cases, the shared data is made anonymous, wherever possible, by removing all patient-identifying details, unless the law requires the patient's identity to be included.

Your right to withdraw consent for us to share your personal information

You have the right to refuse/withdraw consent to information sharing at any time. We will fully explain the possible consequences to you, which could include delays in you receiving care.

In instances where the legal basis for sharing information relies on a statutory duty/power, then the patient cannot refuse or withdraw consent for the disclosure.

Contacting us about your information

Each organisation has a senior person responsible for protecting the confidentiality of your information and enabling appropriate sharing. This person is known as the Caldicott Guardian. You can contact the Caldicott Guardian on 01925 423300.

Under the General Data Protection Regulation, a person may request access to information (with some exemptions) that is held about them by an organisation, and we can explain the process and support you to do this, if needed.

If you have any questions or concerns regarding the information we hold on you, the use of your information or would like to discuss further, please contact the Governance and Quality Department:

Governance and Quality Department
St Mary's Hospital
Floyd Drive
Warrington
WA2 8DB

Tel: 01925 423300

If you have a complaint or Concern

As an organisation we aim to meet the highest standards when collecting and using personal information. We encourage people to bring concerns to our attention and we take any complaints very seriously.

You can submit a complaint as per the organisation's Complaints policy (CLI_POL_014 Responding to Feedback – Management of Complaints)

If you then remain dissatisfied with the organisation's decision following your complaint, you may want to contact:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

www.ico.gov.uk