

Where do I go for more Information?

If you have any questions, or you would like to know more about confidentiality and how it affects you, please contact:

Information Governance

Tel: 01795 514525

Email: kmpt.ig@nhs.net

Or write to:

St Michaels House
St Michaels Road
Sittingbourne
Kent ME10 3DW

If you feel that information has been shared unnecessarily, or not shared when it should have been, you can discuss this with the health and social care professional or team leader.

You could also discuss this with Information Governance (as above).

Give us your feedback

There are many ways you can provide your feedback to us. Each of our wards and services have PREM (Patient Reportable Experience Measure) cards at their reception which may be completed by the patient or by carers/friends on their behalf. This card asks specific questions about the care and treatment provided. We review each comment to enable us to continually review and improve our services. The PREM can also be completed online at www.kmpt.nhs.uk/prem

Compliments and concerns

Our staff are also on hand to listen to any comments or concerns. If you feel unable to speak with the team providing the care and treatment and would rather speak to the PALS (Patient Advice and Liaison Service) and complaints team, please contact us and we will support you through the process. All complaints and concerns will be carefully listened to and thoroughly investigated. Patient consent may be required.

We would also love to hear from you if you have something positive to say about our services or a particular staff member or team. Please speak to staff or log your compliment at www.kmpt.nhs.uk/feedback

East Kent: 0800 783 9972

West Kent and Medway: 0800 587 6757

Email: kmpt.pals.kmpt@nhs.net

Or write to:

PALS and Complaints (East Kent)
Eastern and Coastal Area Office
Littlebourne Road
Canterbury, Kent CT1 1AZ

PALS and Complaints (West Kent)
Priority House, Hermitage Lane
Maidstone, Kent ME16 9PH



Please email kmpt.communications@nhs.net if you would like this leaflet in a different language or format.

Visit us at www.kmpt.nhs.uk

Carer's guide to confidentiality

Introduction

We hope this guide will help you understand what confidentiality means for the trust, its staff, the person you care for and for you as a carer.

A carer is anyone supporting their partner, friend or relative.

As a carer, you play an important role in the care of your loved one. We will work with you as much as we can and will help you to make sure you have the right information you need to provide ongoing support.

What does this mean for me?

We recognise that sharing information with you is vital to the care and treatment of your loved one.



We understand that healthcare is a wider partnership which includes families and carers.

Involving you in the care and treatment of the person you are caring for is important. However we must balance this against confidentiality laws placed upon us.

We understand that there are times when you will ask us for information about the person you are caring for.

When this happens we will discuss your request with you to understand if it is in any way affected by the confidentiality laws.

Where necessary we will take advice from the person concerned regarding the sharing of information.

A person's request to withhold information must, other than in exceptional circumstances, be respected by our staff.

If you are involved with providing care at home we will ensure you have adequate information to do this without affecting anyone's personal safety.

Our aim is to ensure that confidentiality is not used as an excuse or barrier to information sharing.

Brilliant care through brilliant people



Information sharing

We will work with the person being cared for to understand what information they are happy for us to share with you. This will be reviewed regularly. We will ensure the person you're caring for understands the benefits of information sharing and the possible consequences of not sharing information with you.

Where consent is given

This means the person you are caring for has agreed to your involvement and is happy for us to share information with you about their care and treatment. Therefore we will help you with the following:

- to understand the person's treatment plan and its aims
- receive information about the person's illness that will help you to support them
- take an active role in care planning
- receive a copy of the care plan, crisis plan or other relevant documentation.



Where consent is refused

This means that the person you are caring for has expressed concerns about information being shared and has refused, or is reluctant to agree to it happening.

If this happens we will explore the reasons behind this to see if we can work to agree and select information they are happy to share.

If these circumstances arise, we will explain to you what kind of information may and may not be shared.

Where consent cannot be given

In some circumstances, a person may lack the capacity to understand and make decisions about the sharing of their personal information because of their illness.

In order to advocate for our patients, at that time their decision is respected with the recognition that their capacity can fluctuate and be a temporary or intermittent impairment which may alter as they get better.

Where this is the case our staff may disclose only the most pertinent and immediately relevant information with you unless there is a lawful reason such as the presence of a registered Lasting Power of

Attorney. They will however always be able to listen to your perspective and any information that you want to provide

Our staff will take into consideration any previous views or wishes the person you are caring for has made and we will work with you to decide on what would be appropriate level to share, always ensuring the care of the patient remains at the heart of any decision made.



Information sharing without consent

There may be some situations where information needs to be shared without consent or against the expressed wishes of the person you are caring for.

This may be where there is an emergency situation involving either the person or yourself; a safety concern; or where failure to share information may put someone at risk.

This will be carefully considered by our staff and only the minimum amount of information required on a “need to know” basis will be shared.

We will clearly explain to the person you are caring for the reasons why we believe this is necessary and a note will be made in the clinical record.



Listening to you

You may already know that a person is receiving services from us.

If so this duty of confidentiality does not prevent us from listening to you should you want to speak with us.

There is no breach of confidentiality or requirement for consent in order to meet with, see and listen to you.

Your views are important and help us to provide care to the person you are caring for. The information you provide will also remain confidential.

If we are unable to give you detailed information about the person you are caring for, we can support you in other ways.

We can provide general information about the illness and we can share information about local and national support groups which can offer emotional and practical support for you.

