

## What if I change my mind on any decisions?

The clinician looking after you will discuss this with you and help you make any changes to the information held on the system.

## What will information about you be used for?

To ensure:

- your wishes are known and respected
- we can coordinate your care more effectively where it involves staff from a range of different services
- the NHS plans services which meet our patients needs. (If your information is used to plan services, then it will be anonymised to protect your confidentiality).

## Who do I contact for more information?

If you would like any further information, please speak to a clinician, for example your GP or your Nurse who is involved in your care.

Alternatively, if you wish to make a comment, a compliment or complaint, please write to:

PALS  
Torbay Care Trust  
Bay House  
Nicholson Road  
Riviera Way  
Torquay, TQ2 7TD

Or contact us on (01803) 217397

Or you can e-mail us at:  
[palsandcomplaints.tct@nhs.net](mailto:palsandcomplaints.tct@nhs.net)

This document can be made available in other languages and formats. For more information telephone 01803 219700

# Electronic Patient Information

**An introduction to storing information regarding your wishes using an electronic register**



Torbay Care Trust  
Bay House  
Nicholson Road  
Riviera Way  
Torquay  
TQ2 7TD

***We feel that it is very important to respect what people tell us about what they want to happen at the end of their life.***

***As far as possible, and within our duty of care, we will keep people safe and fulfill their wishes.***

***To help the health and social care professionals to do this, we are introducing an electronic information system that records some key information about your decisions.***



## **What sort of information will be shared?**

The system will share information which supports your decisions. This will include:

- Your personal details
- Decisions you have made for your future care
- Where you would prefer to be cared for at the end of life
- Information for professionals delivering or coordinating your care, e.g. contact details for your main carer or contact details of your key health worker, and your resuscitation wishes.

These decisions and any needs you have will be shared appropriately to give you the best care possible.



## **Who will have access to your information?**

Your information will only be available to staff responsible for your care, for example your GP, ambulance services, community nursing, social care, hospital staff and/or hospice services. These staff may work in health organisations across Torbay.

The information about you and your decisions is held securely on the system and no one other than those people who need the information to help meet your wishes will have access to it. The data is protected under the Data Protection Act.