
Information Leaflet

Information about storing and sharing your confidential information

This leaflet gives you answers to commonly asked questions about how we store your confidential information, your right to access this information and our usual NHS practice of confidentiality.

If you have questions or concerns you can telephone us on **0208 483 2837** during office hours to talk about these. It is important to us that you are happy with the arrangements we have made for your care, so please feel comfortable calling us if you are unsure. If after speaking with us you are still not happy you can contact PALS on **0800 064 3330** who will be able to help you further.

What kind of information do you keep?

We keep contact information for you and others involved in your care, information about your background, assessments, results of tests and questionnaires, plans for your future care, details of the care we give you and correspondence related to your care. It is important that you tell us within one week if you change your details, telephone numbers or address because we will continue to use the address and telephone numbers you have given us until you tell us they have changed.

How do you store information about my care?

We keep information about your care in paper records and on a dedicated specialist computer system. This computer system is only used by staff working in our department.

What are each of these used for?

The paper records contain notes and copies of documents related to your care. Our computer systems contain electronic records of your care. These systems are used by staff to plan and monitor the quality of your care, to continually improve the quality of the services that we offer and plan future services.

Can I see my records?

Yes, we are happy to provide you with a copy of your records and you will need to write to us to request these (there may be a standard copying fee) or if appropriate we can meet with you to read and discuss your notes together.

Who will know about my care?

You have control over who else is involved in your care and this service observes strict NHS standards of confidentiality.

We will write to your GP about your care unless you ask us not to. This is usual in the NHS as your GP is the main person who organises your care. If you do not want us to keep your GP informed please make sure you call us to discuss this. We will usually send you copies of any letters we write. If you do not want to receive copies of letters then tell us at your first appointment. We will only contact other people or agencies (e.g. housing, employment services) if you ask us to.

The only time we will inform others without your permission is if we are very concerned for your immediate safety, for the safety of someone else, or if a British Court orders the release of your records. We will try to contact you first if this happens and do our best to help you.

How does the service use the questionnaires and other information to improve my care?

After you have completed the questionnaires we enter your results into our secure computer system. We use the results to plan your care. You can ask for a print out of your results from your therapist to show how much you have improved.

How is the information used to improve the service offered?

After we have removed all your details from the results, we collect together all the results from all the patients. This means that someone who looks at the data cannot tell who gave the replies (the data is anonymous) and it is impossible to identify any individual. We use these results to look for ways to improve the service we offer. We also provide this summary data to organisations that pay for the service we offer and share what we have learned with other health professionals.

How can I help?

Please complete and return the questionnaires as soon as possible after you receive them. These questionnaires are not compulsory. However, they are an important part of your treatment and we use them to tailor your care to your individual needs. In addition, without these results it is more difficult to assess your improvement and we cannot show how we are helping people.

INFORMATION ABOUT STORING AND SHARING YOUR CONFIDENTIAL INFORMATION

This leaflet gives details about the information we need to ensure that we provide you with high quality services. It explains what happens to the information you provide and how you will be involved in sharing it.

If you have further questions please ask to speak with a member of the team.

Psychological Therapies Service
179-183 Fulham Palace Road
London
W6 8QZ
020 8483 2837
