

The Wellbeing Service

Individual Confidentiality Contract

Welcome to The Wellbeing Service.

We take confidentiality very seriously. Your GP may be informed of your contact with The Wellbeing Service. Confidentiality may also be broken for the following reasons: circumstances relating to harm of others or self; identified risk(s) to children or vulnerable adults (this includes historical abuse disclosures and risk to others).

The Wellbeing Service is an NHS Provider dedicated to improving patient care and your wellbeing. To demonstrate service outcomes your information may be shared and linked across other NHS providers. Please be assured that your personal details will be treated confidentially and anything that can be personally identified about you will be removed.

If you're worried about your information being shared, or if there is something specific you don't want shared, please let us know as soon as possible.

It is important that staff providing support receive supervision to maintain high standards and that your case may be discussed with a supervisor.

For further information please read our use of Patient Information.

We aim to keep our waiting times as short as possible, and to be fair to other individuals awaiting support it is important that you keep your planned appointments.

I (you) agree to abide by the following Wellbeing Service Contract Terms:

Attendance

- To attend any pre-booked telephone appointment on time
- To cancel any planned appointment that I am not able to attend giving at least 3 working days' notice
- Frequency and times of sessions will be discussed and agreed and will normally be weekly or fortnightly

If I have more than two unplanned cancellations, I will be discharged from The Wellbeing Service; however, I can email the service inbox to resume support if needed

- If circumstances change, and I need to pause support, I will inform the Wellbeing Service at the earliest convenience, and resume support at a previously agreed time and date, or email the service inbox to resume support when needed

Fitness to attend



- To be fit to engage by not being intoxicated or affected by drugs/medication for either individual or group sessions
- The Wellbeing Service operates a zero tolerance to all forms of abuse; support workers and/or individuals reserve the right to end support sessions in the event of any abusive behaviour or other exceptional circumstances

Ending support

- If I need future Wellbeing Service support after ending current support, I can email the Wellbeing Service to resume support.

Your full name

Your signature

(verbal agreement to be recorded in clinical notes if session is by telephone)

Date

Support Worker's Name

Contact details

If you need to contact us for information about the service, or you're unhappy with any aspect of your experience with The Wellbeing Service, please contact our service managers Kelly Jarrett or Sarah Sollesse on either our main number or our email address.

Call [0300 365 2000](tel:03003652000)

Email BHFTIAPTWellbeingService@berkshire.nhs.uk

Use of patient information

When you use our services, we will ask for and record your personal and health information to help us care for you now and in the future. We may share your information with other organisations to assist with giving you the best support possible, only information that is required and appropriate will be provided.

To find out more about how we use your information please visit the Berkshire Healthcare website to see our Privacy Notice.

What information is collected by The Wellbeing Service?

The Wellbeing Service collects information about you and the support you receive, including your answers to patient engagement questionnaires to monitor your progress and the quality of support provided by our service. This information may be shared with other health professionals involved in your support, so that you get the best possible support. If you would like to see the information collected about you or find out more about how the information is stored and used locally please speak with our Wellbeing Service support workers.

What information is collected nationally?

Some of this information collected is reported nationally to give a picture of service delivered across the country, to check that quality standards are similar everywhere. **No information that could reveal an individual's identity is used in national reports.** These reports only show summary numbers of, for instance, individuals receiving different types of support and it is impossible to identify any person.

How is the information used?

The information we collect about our service users helps us to monitor and plan our services to make sure we're providing the right support in the right places. When we use information in this way, it's always **anonymous**. We might also use your information to help us with clinical audits, research projects and staff training and education. Again, we will always do this **anonymously**. If you're worried about your information being shared, or if there is something specific you don't want shared, please let us know as soon as possible.

How we keep your information safe?

The Wellbeing Service stores all information safely and securely and sends national reporting information safely to a secure central data storage area. All data collected is subject to the strict rules of confidentiality, laid down by Acts of Parliament, including the Data Protection Act 2018, the Health and Social Care Act 2001 and the NHS Care Record Guarantee.

Accessing your health records

You have the right to see your Health records by requesting a permanent copy, also known as a subject access request. More details about this can be found on the Information Commissioner's Office (ICO) website, or our website.

Website ico.org.uk/

Website berkshirehealthcare.nhs.uk

You can also speak to your Wellbeing Service support worker about this or call our admin team

Call [01344 415947](tel:01344415947)