

# Welcome to NHS Wellbeing Service

**Please take some time to read the below key information and do discuss with your wellbeing support worker if you have any questions.**

## **Who will know about your care**

We will inform your GP of your contact with us as they are the main health professional responsible for your care. NHS Wellbeing Service takes confidentiality very seriously. Other than your GP, the information you share with us will not be shared without your permission except in the below circumstances:

- We have concerns relating to harm to yourself or others
- If we identify there may be risk to children or vulnerable adults (including disclosures of historical abuse and/or risk to others).

If you would like a family member, carer or friend to be involved in your care, please let us know and discuss arrangements for their involvement.

If you are being supported by one of our additional support services (NHS Talking Therapies, Employment Service and/or HealthMakers) they will have access to your NHS Wellbeing Service notes in order to be able to provide the best care.

## **What if I can't make an appointment?**

We kindly ask that you contact our team on 0300 365 2000 (option 2) with at least two days' notice so that we can offer the appointment to someone else.

We aim to keep our waiting times as short as possible, therefore any short notice cancellations or non-attendance of appointments may be deducted from your overall number of planned wellbeing support sessions. Unfortunately, we may need to close your referral if you do not attend without letting us know first or if you don't give us enough notice.

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## How NHS Wellbeing Service use your information

We record your personal health information including your assessments, results of tests and your answers to questionnaires so that we can help you, now and in the future.

The information collected is stored on our secure database IAPTus and may be used to help us with our service improvement and clinical audits. All these uses are described as providing direct care to you. We sometimes use anonymous or group data generated from our clinical system IAPTus for research projects and/or publications; whenever we do this, your data will not be identifiable to you or anyone else.

If your wellbeing support worker intends to record your session or publish your identifiable information, they will ask for your explicit consent to process your data in this way, which you can decline. It will not affect your care or the treatment you are offered in any way if you decline to be recorded for these purposes.

For full information about how your information is used visit [Protecting your data \(Privacy notice\) | Berkshire Healthcare NHS Foundation Trust](#)

## Keeping in touch

We will communicate with you via email, phone and letter. If any of your details change or if your preferred method of contact changes, please inform your wellbeing support worker or contact our admin team on 0300 365 2000 (option 2) or by emailing [BHFTIAPTWellbeingService@berkshire.nhs.uk](mailto:BHFTIAPTWellbeingService@berkshire.nhs.uk)

## Complaints and feedback

If you are unhappy with any aspect of your experience with NHS Wellbeing Service or wish to give feedback please contact our service managers on 0300 365 2000 (option 2).

