
Use of patient information by our Talking Therapies - Surrey Online service

When you use our services, we'll ask for and record your personal and health information to help us treat you now and in the future.

We may share your information with other organisations to assist with giving you the best care possible, only information that is required and appropriate to support your care and treatment will be provided. To find out more about how we use your information please visit our website to see our Privacy Notice

What information is collected by Talking Therapies Surrey-Online?

Talking Therapies collects information about you and the care you receive, including the assessments, results of tests and your answers to questionnaires. This enables your progress to be monitored and future care planned. This information may be shared with other health professionals involved in your care, so that you get the best possible care.

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 the people who are treating you.

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 a patient's identity is used in national reports.

These reports only show summary numbers of, for instance, patients receiving different types of treatments and it is impossible to identify any person seen by any IAPT service from them.

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 care 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?

Talking Therapies 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 under the General Data Protection Regulation, Data Protection Act 1998 and, once established as law, the UK Data Bill 2018

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 by [visiting our website](#).

You can also speak to your therapist about this or call our admin team.

Do you need to use my information?

National reports offer the most benefit when they use information from as many patients as possible, because this creates the most accurate picture of services. If, however, you do not want your information included in national analyses, please tell the people who are treating you and they will make sure your information is not used.

Declining will not affect your treatment in any way.