

Mind in Bexley Confidentiality statement

This statement outlines how Mind in Bexley handles client information and records.

“At Mind in Bexley we understand that all of the information provided by clients is confidential and private. We take great care to ensure that all client records are treated confidentially and with respect at all times.”

This leaflet explains how your information is recorded and records are managed.

1. INTRODUCTION

Any information we hold is stored in accordance with the Data Protection Act 1998. Information that we hold may include the following;

- a) Referral forms with information supplied by a GP or health professional
- b) Information supplied in any initial assessments or phone calls
- c) Clinical assessments and treatment plans
- d) Therapy session notes
- e) Emails, letters or any communication with clients
- f) Notes from any phone conversations

2. IDENTITY OF DATA CONTROLLER

The data controller for the purposes of the Data Protection Act 1998 is Mind in Bexley Limited. Milton House 240A Broadway, Bexleyheath DA6 8AS.

3. USE OF INFORMATION

It is important that you provide us with accurate information so that we can provide you with the most appropriate care. We use information we hold about you for the following purposes:

- Providing treatment services to you (including communicating with you, your GP, your referrer, other medical advisers as appropriate);
- Retaining as part of your health record for 20 years after the end of your treatment

Any information we use for other purposes will be converted into a form in which you cannot be identified and will be kept strictly confidential. This includes information;

- To improve the quality of our service by carrying out clinical audit;
- For analysing how our services are used and how we may improve our services in future;
- To teach and train healthcare professionals;
- To investigate complaints, legal claims or internal incidents
- To assist in research and development
- For compliance with any statutory or other regulatory requirements by providing anonymous information.

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4. SHARING YOUR INFORMATION

Mind in Bexley Confidentiality policy states that relevant information is only shared with people involved in your health care. This can include:

- Therapists or counsellors engaged by us to carry out our services provided to you;
- Your GP and your NHS referrer
- The Department of Health, CCG and other statutory bodies we are required to submit data to

We only share information with your family, friends or advocates with your permission. We will not pass your name to any other organisation for marketing purposes.

There are times when information has to be given even without your consent, these would include; child protection, prevention of harm to yourself or others, the investigation or prevention of serious crime including terrorism, or a Court Order.

5. YOUR RIGHTS

If you do not want certain information recorded or shared with others involved in your treatment, please discuss this with the therapist or the service manager.

You have the right to see information held by us about you. Please contact the service manager if you wish to exercise this right. We will take the necessary action within a reasonable time. We reserve the right to charge a minimum fee of £10 for a copy of your records. We also reserve the right to take reasonable steps to confirm your identity before making any disclosure of information held by us.

6. AGREEMENT TO USE OF PERSONAL INFORMATION

As part of the provision of the therapy services to you it is important that you are able to:

- accept that the information provided may be shared with any relevant staff who contribute to your care.
- accept that this information will be used for the purpose of providing treatment to you.
- accept that Mind in Bexley may use anonymised information for statistical purposes and that the law may allow in some circumstances for other agencies to be provided with information about you.
- accept that your information will be held securely on paper or in electronic format in accordance with the Data Protection Act 1998.
- understand that you may withdraw your consent to share information at any time but this may adversely affect the services that you receive.
- understand that you have the right to restrict what information may be shared and with whom, but this may affect the provision of treatment to you

IF YOU HAVE ANY CONCERNS about this statement or you wish to add limits to the information that is shared about you, please discuss this with a member of staff.