

Your information

How we use and share your information



Please take time to read this information and keep it safe

Leeds Mental Wellbeing Service is a partnership between:
Leeds Community Healthcare NHS Trust, Leeds and York Partnership NHS Foundation Trust, Leeds GP Confederation, Northpoint Wellbeing, Community Links, Touchstone, Women's Counselling and Therapy Service, Homestart Leeds, Ieso Digital Health, SilverCloud Health, SignHealth

Will you share my information for reasons other than healthcare without my consent?

Your health records would only be used for reasons such as these when instructed by a rule of law, with your consent.

We would only share your information without your consent in special circumstances such as:

- Where there is danger of harm to a child or vulnerable adult.
- To comply with a court order or a law.
- To assist in a serious crime investigation.

Will my information be secure?

We use strong security measures to make sure that your records are private and confidential.

- Staff wishing to access electronic systems must have a special NHS Smartcard with chip and passcode and go through a stringent access procedure.
- We check the system to make sure only the right people look at your records.
- All staff must sign up to our confidentiality and information security policies.
- All staff must have confidentiality and information security training.
- Any unauthorised access will be reported and disciplinary action taken if appropriate.

How can I see my information?

You can request a copy of your personal information held by Leeds Community Healthcare NHS Trust or you may wish to view it (see 'how to contact us').

To see information recorded by other healthcare organisations in your records, such as your GP or hospital, you need to contact them directly.

How to contact us

To find out more about your personal information, ask questions about this leaflet or to let us know about any choices you wish to make about the use of your health records, or if you require this information in another form or language, please visit <https://www.leedscommunityhealthcare.nhs.uk/about-us/access-to-information/how-we-use-information-about-you/> or contact:

Information Governance Team

Leeds Community Healthcare NHS Trust
Second Floor, Stockdale House
Headingley Office Park
Victoria Road
Leeds, LS6 1PF

Email: dpo.lch@nhs.net

Tel: 0113 220 8572

Call 0113 220 8572 if you require this information in large print, braille, audio or another language.

(Spanish) Llame al 0113 220 8572 si desea esta información en letra grande, braille, audio o en otro idioma.

(Polish) Zadzwoń pod numer 0113 220 8572 by uzyskać te informacje dużą czcionką, brajlem, w audio lub w innym języku.

(Urdu)

اگر آپ کو یہ معلومات بڑے حروف، بریل، آڈیو یا کسی دوسری زبان میں درکار ہوں تو 0113 220 8572 پر کال کریں۔

(Punjabi) ਜੇਕਰ ਤੁਹਾਨੂੰ ਇਸ ਜਾਣਕਾਰੀ ਦੀ ਲੋੜ ਵੱਡੇ ਪ੍ਰਿੰਟ, ਬ੍ਰੇਲ, ਆਡੀਓ ਜਾਂ ਹੋਰ ਭਾਸ਼ਾ ਵਿੱਚ ਹੈ ਤਾਂ 0113 220 8572 'ਤੇ ਕਾਲ ਕਰੋ

How is my health record used?

Your records are used to plan and provide your care:

- Your record may also be viewed for audit purposes (to check we are meeting agreed standards of care).
- We will use your information for research and planning services (this would be information that does not identify you as an individual)
- We will also use your details to contact you for feedback on our service
- We may contact you regarding opportunities to volunteer or get involved with the service.

What choices do I have about how my health records are used?

You have the choice to decide if there are any parts of your records you do not want to share with other health professionals. You can:

- Tell us if you feel that something in your records is inaccurate.
- Discuss with us how your information is stored or used.
- Ask us to limit access to certain parts of your healthcare records if you feel they are sensitive.
- Tell us if you do not want your record to be shared.
- Tell us if you do not want your record to be used for research, planning, audit, feedback or for contact about getting involved with the service – if you do not want your records to be used in any of these ways it will not affect your treatment. You can tell us when you are

referred or tell your health worker at any point in treatment, or contact us using the details at the end of this leaflet. To find out more visit nhs.uk/your-nhs-data-matters

Electronic health records

Health records are held electronically on local health record keeping systems. Some of these systems can share information with doctors and nurses and other health professionals who deliver your care even when these professionals work outside of this Trust. The Trust has a policy of sharing information when it is in the best interests of the patient.

The local health record holds detailed information about the care and treatment you have received from Leeds Community Healthcare NHS Trust and from other health agencies involved in your care such as your GP. Where our systems cannot electronically share with other health professionals involved in your care, information is shared by other means such as a letter or fax.

What information will be held?

Health professionals need detailed information about your care and treatment in order to:

- Give you the best possible safe healthcare.
- Help us to make good decisions about your care.
- Investigate your complaints.
- Regularly check and improve the quality of the care we provide.

Your health record contains information such as:

- Your name, address, date of birth and NHS number.
- Details of any medicines, allergies, test results, assessments and interventions.
- Any health conditions, like asthma or a heart problem.
- Notes of diagnoses, treatments or operations.
- Your future care plans.

Who will see my health record?

Healthcare professionals who provide your care are part of a healthcare team who need to be able to see relevant sections of your health records to make sure they give you the best treatment and care. The healthcare team will normally be from Leeds Community Healthcare NHS Trust or our LMWS delivery partners, and will also include your GP who needs to know about your progress.

The healthcare team may also include health professionals from Leeds Community Healthcare NHS Trust or from other hospital trusts or healthcare organisations if they are directly involved in your healthcare or need information to make a decision about your care. These health professionals may have access to relevant parts of your records. If you are also working with an Employment Advisor who is employed by LMWS, they will be able to see a limited part of your record.

Some of our patients receive care from other agencies (such as social care and voluntary services) and we may need to share information with them so we can co-ordinate your care. Your health professional will make you aware when there is a need to share information.