

# Use of personal information by your local IAPT service

## Your rights



## **1. Use of patient information by IAPT Southwark**

This service was created as part of the national Improving Access to Psychological Therapies (IAPT) programme in England. We want to offer the best possible service to patients. To do this, we have to assess our effectiveness and continually improve patient care, which means we need to collect data about our patients, their treatments, the outcomes and analyse it. This leaflet explains how the information helps improve patient care.

## **2. What information is collected by an IAPT service?**

Your IAPT service collects information about you and the care you receive; this includes your assessments and your answers to questionnaires. This helps us monitor your progress and plan your future care. We may share this information with other health professionals involved in your care, so that you get the best possible care. You have a right to see or obtain a copy of your medical records under the Data Protection Act (1998). 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 to the person that you are seeing at the IAPT service.

To get a copy of your medical records you will need to apply in writing to the Data Protection Office. The law says that you must have a response within 40 days of your application reaching the Data Protection Office. We will then give you a copy of your records, or we may give you an appointment for you to see them at the service. Other people, who you authorise in writing, can also apply on your behalf to access your medical records. This includes a legal representative (eg a solicitor) or any person appointed by a Court to manage your affairs (if the Court decides you are unable to manage your own affairs).

## **3. What information is collected nationally?**

Some of the information collected is reported nationally to give a picture of the service delivered across the

country. This helps to check that the quality of services is similar across the country. Information that could reveal your identity is not 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. Security of patient information is very important in IAPT services.

#### **4. How is the information used nationally?**

The information collected is used to check that:

- services are available to those who need them
- an appropriate range of NICE National Institute for Health and Clinical Excellence (NICE) approved treatments is provided
- patients get positive results from treatment

National reports are helpful because they check, for example, numbers of referrals received, waiting times, the type of treatments used and the results of those treatments. Also, under the Equality Act (2010), the NHS has to monitor personal characteristics and check everyone has equal access to services.

#### **5. How do we keep your information safe?**

The IAPT 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 (1998) and the Health and Social Care Act (2001) and the NHS Care Record Guarantee.

#### **6. Do you need to use my information?**

IAPT national reports offer the most benefit when they use information from as many patients as possible, because this gives the most accurate picture of services. But if you don't 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. This will not affect your treatment in any way.

## 7. Consent for Contact (C4C) - SLaM's research participation register

We are looking for people who are interested in taking part in research that contributes to better health for people with mental health related problems. In order for researchers to know who to contact about research projects we have introduced Consent for Contact (C4C).

As a first step, we are creating a register of people who would be willing for researchers to contact them to ask if they would like to take part in current or future research projects that interest them. You will be asked whether or not you consent to be on the register at your first appointment with the service or on the intake form that we ask you to complete.

At this stage we're not asking you to agree to any particular study. If you agree to join this register you're giving your consent for researchers to look at your SLaM medical records. By using your records, researchers can check if you might be suitable for a specific research project based on different aspects of your health, for example, your symptoms or your medication. All researchers work for or are approved by South London and Maudsley NHS Foundation Trust (SLaM).

If you were found suitable for a particular project, your therapist or the researcher will contact you and discuss the project in more detail with you. You're then free to agree to take part or not, without giving a reason. Whether you sign up for the C4C register or not, your care will not be affected in any way.

## 8. Confidentiality

We have a legal duty to keep your information confidential. We share information about you with other healthcare providers to give you the best possible care. If you object to us sharing your information with your GP or other healthcare providers, please tell the person your are seeing at the IAPT service.

We cannot give other people (eg your family, or partner) or other organisations (eg housing departments, voluntary sector providers, education services, social services) information about you without your consent. However, there may be circumstances when either you or someone else might be at risk of significant harm. Then there might be a legal reason for us to share information about you. For example, a child might be at risk. Or you may be at risk of harming yourself. In such situations, we must, by law, share information with other relevant people or organisations.

### **9. Patient request to have clinical records held under an alias (“pseudonymisation”)**

Some patients don't want their clinical records to be held under their real name. To ask to have your clinical records held under an alias, you will need to complete an application form. Please speak to the person you are seeing at the IAPT service for further details.

### **Further information**

If you would like more information please speak to the person you are seeing at the IAPT service.

You can also contact the Data Protection Office.

Data Protection Office  
CR2 Clinical Records,  
Maudsley Hospital,  
Denmark Hill,  
London  
SE5 8AZ

Tel: 020 3228 5174

Fax: 020 3228 3132

## Contact SLaM

SLaM switchboard: **020 3228 6000**

SLaM website: **[www.slam.nhs.uk](http://www.slam.nhs.uk)**

## Patient Advice and Liaison Service (PALS)

PALS is here to listen and support you in whatever way we can. We want your experience at SLaM to be positive. If you are not happy about something at SLaM, we will try to help you. If you decide you want to make a complaint, we can advise you how to do this.

PALS 24hr information line: **0800 731 2864**

PALS website: **[www.slam.nhs.uk/pals](http://www.slam.nhs.uk/pals)**

PALS email: **[pals@slam.nhs.uk](mailto:pals@slam.nhs.uk)**

## Travel

For the quickest way to plan your journey to a SLaM service try Transport for London's online journey planner - **[www.tfl.gov.uk/journeyplanner](http://www.tfl.gov.uk/journeyplanner)** or call **020 7222 1234** for 24hr travel information.

If you would like a large print, audio, Braille or a translated version of this leaflet then please ask us.