

Steps2Wellbeing Treatment and Confidentiality Agreement

This leaflet explains what you can expect from us to keep your information confidential. We understand that accessing services can make people feel anxious, particularly around confidentiality. It is also important for you to understand what you need to do to get the best from your treatment and our expectations around engagement. If you have any questions once you have read through this please ask your clinician.

Treatment agreement

- The people who benefit most from therapy attend all of their sessions.
- We understand that in exceptional circumstances you may need to cancel your appointment. If so, please contact the service as soon as possible so that your appointment can be offered to another patient.
- Failing to attend or cancelling more than one appointment may result in you being discharged from the service. Any missed sessions will not be replaced.
- It is important that you complete any between sessions tasks agreed with your clinician, as this will increase the likelihood of the treatment helping you.
- You will be expected to complete a short questionnaire at the beginning of each session to monitor your progress.
- Telephone and video calls will not be recorded by Steps2Wellbeing. We request that patients do NOT record telephone calls, sessions, groups or online groups without their clinician's permission.

Confidentiality

Your information will be kept securely by Steps2Wellbeing and handled in accordance with the General Data Protection Regulation (GDPR). We will as far as possible (see exceptions below), keep everything you tell your clinician confidential. Your clinician is bound by Trust policy and professional codes of ethics around confidentiality.

Your clinician will make notes about each of your sessions on a secure patient record system. Apart from the exceptions below, the content of your record will remain confidential. All members of staff who come into contact with your record will also be bound by these same rules of confidentiality:

- Your clinician is obliged to write to whoever referred you to keep them informed of the treatment you are receiving and your progress.

- If you were not referred by your GP, we will share details of your care with your GP. Please discuss this with your practitioner if you would like further information.
- It can sometimes be helpful to discuss your treatment with other health professionals to help you receive well-coordinated care. We will contact other healthcare providers when it affects your care with us. This includes accessing your history with and sharing letters with any other mental health services that you are getting treatment from.
- All clinicians receive regular supervision to ensure their work is of the highest standard. This means that your clinician will discuss your treatment with their supervisor. Their supervisor is bound by the same rules of confidentiality.

There are a small number of other situations where a clinician would need to share information with other agencies, even if you do not want them to. Where possible and safe to do so, we will tell you in advance that we need to do this:

- When it would be in the wider public interest to share the information. For example, if you disclose intent to commit a serious crime or give information about a serious crime.
- If the clinician believes that a child or other vulnerable person might be at risk of neglect or abuse by someone.
- If you are at risk of harming yourself or another person.
- In certain rare circumstances, a court may order the release of either information or notes about your care.

Record of dependents

Trust policy requires us to record basic information on any dependents under the age of 18 you care for. You will be verbally asked for this information during your assessment and the same rules on confidentiality apply

Anonymised data

Your data may be used for audit and research purposes and to assist service planning. We are also required to send data to NHS England. In all these circumstances your information will be made anonymous. You can opt-out of this at <https://www.nhs.uk/your-nhs-data-matters/manage-your-choice/>. This will not affect your treatment in any way.

Your health records

You are entitled to receive copies of the health records that Dorset HealthCare holds about you in accordance with the Data Protection Act 2018. For more information

about this please see <https://www.dorsethealthcare.nhs.uk/about-us/freedom-of-information/data-protection>.