

## Steps2Wellbeing Treatment (S2W) 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 this, please ask your clinician.

### Treatment agreement

- The people who benefit most from treatment attend all 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.
- If you do not attend or cancel more than one appointment, it 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. This can also be completed online before the session.
- Telephone and video calls will not be recorded by S2W. 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 S2W and managed 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 let them know the outcome of your assessment. It can sometimes be helpful to discuss your treatment.
- We will always write to your GP to share a brief summary of your assessment and let them know when we discharge you from the service. Please discuss this with your clinician if you would like further information.
- Health and social care services share records to support patient care. We may view information from other services and vice versa (in line with the principles of GDPR). This only occurs in relation to your care. All staff are bound by strict confidentiality rules.

- 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 eighteen you care for. You will be verbally asked for this information during your assessment and the same rules on confidentiality apply.

#### Anonymised data

Your anonymised data may be used for audit and research purposes and to assist service planning. We are also required to send anonymised data to NHS England. 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>.

#### Zero Tolerance Policy

We would like to remind patients that the NHS has a zero-tolerance approach to abuse and violence against its staff.