



**IG11 HOW INSIGHT HANDLES CONFIDENTIAL INFORMATION
FOR CLIENTS IN NHS SERVICES**

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At Insight we understand that all the information you provide is confidential. We take great care of your records and treat them with respect at all times. This is why we are providing you with the following explanation of how your records are managed.

1. INTRODUCTION

Any information we hold about you is handled in keeping with the Data Protection Act 1998. Information we hold might include the following as standard:

- a) the reasons for referral and information supplied by your GP, medical advisor, NHS referrer or other referrer
- b) the information supplied by you at first contact and in your assessment session; with additional information from professionals where applicable
- c) clinical assessments and plans relating to your treatment
- d) summaries of the content of therapy sessions
- e) copies of any letters or emails sent to you or received from you
- f) written details of any telephone conversations with you

2. IDENTITY OF DATA CONTROLLER

The data controller for the purposes of the Data Protection Act 1998 is Insight Healthcare Limited, Buttress House, 36 Brenkley Way, Seaton Burn, Newcastle upon Tyne NE13 6DS (registration number Z7824778).

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 NHS referrer, other medical advisors 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 untoward incidents;
- to assist in research and development;
- for complying with any statutory or other regulatory requirements by providing anonymous information.

HOW INSIGHT HANDLES CONFIDENTIAL INFORMATION FOR CLIENTS IN NHS SERVICES

4. SHARING YOUR INFORMATION

Insight has a Confidentiality policy which means that relevant information is only shared with people involved in your health care. This can include:

- practitioners engaged by us to carry out our services to you;
- your GP and your NHS referrer
- the Department of Health and other statutory bodies to whom Insight is required to submit data

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 a member of staff.

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 psychological therapy services to you it is important that you are able to:

- accept that the information provided be shared with relevant Health Care staff who contribute to your care.
- accept that this information will be used for the purpose of providing care and treatment to you.
- accept that Insight 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.
- accept that information may be transferred to the United States of America for electronic storage purposes; this is subject to safeguards to ensure protection of privacy in keeping with stringent UK and EU directives.
- understand that you may withdraw your consent to share information at any time but this may adversely affect the services you receive.
- understand that you have the right to restrict what information may be shared and with whom, but this may affect Insight's ability to provide services to you.

HOW INSIGHT HANDLES CONFIDENTIAL INFORMATION FOR CLIENTS IN NHS SERVICES

- Understand that Insight Healthcare is a national organisation which means that your records of previous contact will be available should you attend other Insight services.

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.

7. USE OF PATIENT INFORMATION BY IAPT SERVICES

Improving Access to Psychological Therapies programme

Most of Insight's NHS services are provided as part of the 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 and the outcomes and analyse it. This section describes how the information helps improve patient care.

What information is collected by an IAPT service?

IAPT services collect information about you and the care you receive, including the assessments, results of tests and your answers to questionnaires. This enables your progress to be monitored and future care planned. This information may be shared with other health professionals involved in your care, so that you get the best possible care. 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 with the people who are treating you.

What information is collected nationally?

Some of this information collected is reported nationally to give a picture of services delivered across the country, to check that quality standards are similar everywhere. **No information that could reveal a patient's identity is 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.

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 compliant treatments is provided (NICE sets national standards for quality healthcare and produces guidance on medicines, treatments and procedures for the NHS)
- patients achieve positive outcomes from treatment.

National reports offer huge service delivery benefits by checking, for example, numbers of referrals received, time taken to access services, the type of treatments used and the outcomes of those treatments. Also, under the Equality Act 2010, the NHS has to monitor personal characteristics and check everyone has equal access to services and is not discriminated against in any way.

INSIGHT HEALTHCARE

HOW INSIGHT HANDLES CONFIDENTIAL INFORMATION FOR CLIENTS IN NHS SERVICES

How 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.

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 creates the most accurate picture of services. If, however, you do **not** 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.**