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Os oes angen gwasanaethau cyfieithu neu gopi o'r ddogfen hon arnoch mewn ieithoedd eraill, tâp awdio, Braille, neu brint brasach, siaradwch ag aelod o staff CWP neu e-bostiwch cwp.info@nhs.net

જો તમને ભાષાંતર સેવાઓની જરૂર હોય અથવા અન્ય ભાષાઓ, ઑડિયો ટેપ, બ્રેઇલ અથવા મોટા અક્ષરોમાં આ દસ્તાવેજની નકલ જોઈતી હોય તો કૃપા કરીને CWP સ્ટાફના સભ્ય સાથે વાત કરો અથવા cwp.info@nhs.net પર ઇ-મેલ કરો

Jeśli wymagane jest tłumaczenie, lub kopia niniejszego dokumentu w innym języku, na kasecie audio, alfabetem Braille'a lub druk większą czcionką, prosimy o skontaktowanie się z członkiem personelu CWP (Organizacja partnerska krajowego systemu zdrowia regionów Cheshire i Wirral) lub przez pocztę elektroniczną: cwp.info@nhs.net

如果您需要翻译服务或者需要该文件的其它版本, 录音磁带, 盲文或大字体, 请和CWP的一位员工提出, 或者发电邮至 cwp.info@nhs.net

यदि आपको अनुवाद सेवाएँ, या इस दस्तावेज़ की प्रति किसी अन्य भाषा, ऑडियो टेप, ब्रैल या बड़े अक्षरों में चाहिए, तो कृपया CPW स्टाफ के सदस्य से बात करें या cwp.info@nhs.net पर ईमेल करें

How you can get access to your health records (cont.)

The Trust has a formal procedure to help you gain access to your records.

Please contact the Patient Advice Liaison Service (PALS) on:

0800 195 4462

Retention

Generally, adult health records are kept for twenty years after the last treatment.

All records are destroyed securely.

People who access our services are welcome to talk to the Team Manager if they are experiencing any problems with their care.

The information in the leaflet was valid at the date of production (Nov 2020) and is due for review in Nov 2022

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Confidentiality- Psychosexual Medicine & Therapy Service

Information for Patients

Helping people to be
the best they can be

Introduction

Our guiding principal is that we hold your records in strict confidence. The information held in your health record is important for your care.

Why we collect information about you

Healthcare professionals hold records about your health, treatment and care you receive from the NHS. These records are held to ensure you receive the best possible care from our service. It is important that the details you provide are accurate and you let us know of any changes, for example, if you change your address or GP.

It is important also to tell us of any communication changes and preferences, specifically phone numbers and email addresses.

Records may be written (manual records) or held on computer.

Records may include:

- Basic information about you, such as name and date of birth
- Contact we have had with you, such as your clinic appointments
- Notes and reports about your condition and any treatments or suggestions made for your care
- Details and records about the treatment and care you receive
- Results or progress reports regarding your treatment
- Relevant information from other health professionals where appropriate

How your records are used to help you

Your records are used to help guide and administer the care you receive and to ensure:

- Your therapist or any other healthcare professional in the team involved in your care have accurate and up-to-date information to assess your condition and decide what further recommendations of treatment or care you need when you visit in the future
- Full information is available should you see another member of the psychosexual therapy team or be referred to another healthcare professional or specialist within the NHS, with your permission
- There is a good basis for assessing the type and quality of care you have received
- If you have a complaint about the service this can be properly investigated

Confidentiality

All NHS and social care staff have a legal duty to keep information about you confidential. The law strictly controls the sharing of some types of sensitive personal information.

Access to your psychosexual therapy service records is restricted to your psychosexual therapy team.

We will not disclose information without your consent unless there are exceptional circumstances, such as when the health or safety of yourself or others is at risk or if the law requires us to pass on information.

Records are used to monitor the effectiveness of treatment and help to improve the level of care we give. Bodies such as the NHS Litigation Authority have full access to information for this purpose.

How your records are used to help the NHS

Information about you will be used for your care and treatment. If we want to use the information for anything else, we will anonymise it so that it does not identify you or we will ask for your written permission.

Anonymised information may also be used to assist us:

- Review the care we provide to make sure it is of the highest standard
- Teach and train healthcare professionals
- Ensure our service can meet the needs of patients in the future
- Conduct health research and development
- Prepare statistics on NHS performance
- Audit NHS accounts and services
- Investigate complaints, legal claims or untoward incidents

How you can get access to your health records

You have the right by law to have access to information that is held about you by the Trust in manual or computerised records.

There are some exceptions to this, for example, where giving you access to the information would be likely to cause you or any other person physical or mental harm.