

If you have any concerns, or require further information, please speak to your healthcare professional in the first instance.

Alternatively, please contact:

Complaints and Patient Experience Team

 023 8087 4065 or

 hp-tr.customerexperience@nhs.net



This information is available in other formats and languages including large print, braille and audio.

**Please contact:
Communications and Engagement Team
023 8087 4666**



@Southern_NHSFT



Southern Health

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Quality care, when and where you need it

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Southern Health
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Confidentiality and information sharing

Information for patients





The Trust takes confidentiality and privacy very seriously. We need to ask you for personal information that is relevant to your care that will allow us to carry out your treatment effectively and efficiently. This information is kept securely on your clinical record.

Everyone working in the Trust, and within our partner agencies, e.g. GPs and Social Care, has a legal duty to keep information about you confidential. You can be assured that only relevant staff have access to information that is necessary for them to carry out their duties.

In order for us to work together with other health and social care professionals, there are times when we need to share this information. This may be for instance, when your healthcare professional needs to discuss your case in order to plan your care. We do this in order to provide the most appropriate treatment and support for you and your carers, or when the welfare of other people is involved. We will only share information in this way if we have your permission and it is considered necessary.

Overriding Circumstances

However, there may be other circumstances when we must share information with other agencies. In these rare circumstances we are not required to seek your consent. Examples of this are:

- If there is a concern that you are putting yourself at risk of serious harm
- If there is concern that you are putting another person at risk of serious harm
- If there is concern that you are putting a child at risk of harm
- If we have been instructed to do so by a Court
- If the information is essential for the investigation of a serious crime
- If you are subject to the Mental Health Act (1983), there are circumstances in which your 'nearest relative' must receive information even if you object
- If your information falls within a category that needs to be notified for public health or other legal reasons, e.g. certain infectious diseases.

Sharing information with Family, Friends and Carers

We also need to be able to work with the most relevant people in your life, and to do this, may need to share information about you. We would do this with your agreement, and this may include general information about your diagnosis, and medication, i.e. benefits and possible side effects.

This is in order that your carers are helped to understand:

- Your present situation
- Your treatment plan and its aims
- Any written Care Plan, Crisis Plan or Recovery Programme
- The role of each professional involved in your care
- That denied requests for information will be explained to the carer.

You also need to be aware that carers may give information to staff. This is also confidential, and can only be shared with you if the carer agrees.