

How do you keep my information safe?

The Open Minds (CAMHS) providers store all records of your care in secure specialist electronic patient records systems. All the information we save is subject to strict rules of confidentiality, laid down by Acts of Parliament, including the Data Protection Act 2018, the Health and Social Care Act 2012 and the NHS Care Record Guarantee.

This means information about you can only be accessed by people who need to see it so they can help you.

How long do you keep my records for?

We keep all the information we hold about you until you are 25. This is in line with NHS Guidance.

Can I access my clinical records?

Yes, you are entitled to see your records. If you want to see the information we have saved or find out more about how it is stored and used, you can speak to your worker or contact us using the details below.

What if I have any questions or concerns?

It's important that you're happy with the arrangements we have made for saving your information, so please call us if you need to check anything. You can speak to your allocated worker, you can call Open Minds on 01422 300 001, or e-mail firstpointofcontact@calderdalecamhs.org.uk.

If you don't feel your questions are answered, you can contact the Patient Advice and Liaison Service (PALS) on 0800 0525 270. PALS is an independent team that can help people to resolve issues with NHS care.

Calderdale Open Minds (Child & Adolescent Mental Health Service) and the Open Minds First Point of Contact is commissioned by Calderdale Clinical Commissioning Group (CCG).

The service is provided by two organisations who work in partnership; Northpoint Wellbeing which is a registered charity (no. 1057908) and South & West Yorkshire Partnership NHS Foundation Trust.

You can read Northpoint's privacy notice here - <https://calderdalecamhs.org.uk/privacy-policy/>
You can read SWYPFT's privacy notice here - <https://www.southwestyorkshire.nhs.uk/privacy-policy/>

Calderdale Open Minds (CAMHS)

IMPORTANT INFORMATION ABOUT YOUR CONFIDENTIAL RECORDS

This leaflet explains what information is gathered about you, why we gather this information and how it is used.

If you have any questions please contact Open Minds (CAMHS) on:

01422 300 001

Who collects and stores my records?

Northpoint Wellbeing (a registered charity) and South West Yorkshire Partnership NHS Foundation Trust provide the Open Minds (CAMHS) service. We follow the guidance in the NHS Code of Practice on Confidentiality when storing information about clients. We both use secure, electronic patient record systems.

What information is collected and why is it important?

We save referral information, together with any details of the support and treatment you receive from Open Minds (CAMHS), including assessments, results of tests and answers to questionnaires. This means we can plan your treatment and monitor your progress.

We also save your contact details so that we can contact you and make you aware of any changes or news. It is important that you tell us quickly (within one week) if you change your contact details.

The information we collect includes basic details about you such as gender, age, and ethnic background. We gather this information to ensure our service is supporting people in a fair and accessible manner. This is in line with the Equality Act 2010.

We also save feedback about the service you receive so we can evaluate the quality of our service, for example by measuring waiting times, whether symptoms are improving, and how they rate their experience.

Who will know about my care?

We share information with other professionals who are involved in your direct care so you can get the best possible treatment and so that you don't have to keep telling the same information to different people.

Your parents/carers will normally know that you are attending therapy, unless you are old enough for them not to know.

We will write to your GP and tell them what support we have offered you. This is usual in the NHS.

Information about your care may be shared between the Open Minds providers (Northpoint and SWYT).

It may also be shared with other professionals who become involved in your direct care to make sure you get the right support.

We will also share information with your school unless you ask us not to.

We will ask for your permission before we share any confidential information with professionals who are **not** involved in your direct care.

We only share information about young people using our service if we are very concerned and for their immediate safety, or if a British Court orders the release of clinical records.

It is very unusual for us to do this, and we always aim to work with young people/families to support them and address any concerns.

Reporting data

Some of the information we keep about you will be used to show whether the service has been helpful, and whether improvements can be made.

It will also be collated and used in monitoring reports for NHS and government departments. These are used for funding and quality purposes.

No information that could reveal your identity is used in these reports. If you would like to find out more then please contact the Head of Services on 01422 300 001 or e-mail firstpointofcontact@calderdalecamhs.org.uk

What will happen to any art work I create?

You will be asked if you want to keep any art work or written pieces of work that are created during your sessions; if you decide not to keep them then your practitioner will dispose of these pieces of work safely and securely. We are not able to store any creative work for you.