

How We Use Your Information

Acute and Community Mental Health Services

The Acute and Community Mental Health team at Bradford District Care Foundation Trust are a group of healthcare professionals who provide care and support for service users who are living with a variety of mental health issues, both in hospital and at home as part of their community. We aim to offer support and advice to those living with mental illness and we will always treat any of the information that we have access to in the strictest confidence.

To allow us to provide safe and effective support for you we will have access to your health records to help us understand your needs and work with you to develop an effective care plan. We will record details of our contact with you as well as the care and support that we provide, including assessments and consultations and these will form part of your overall healthcare record and will be kept throughout your life in case any of this information is needed to support your future care. As a Trust, it is our public task to provide healthcare and we have a legal duty to keep a record of the care that we have provided. We store your health records on an electronic system called System One. Only healthcare professionals directly involved in your care will be allowed access. We would not share your information with any other service unless we had a genuine safeguarding concern. At this point we would share only the information necessary to prevent you or another person from harm.

Any record of your care plan that is kept outside of your patient record (such as patient information or correspondences) will be retained for 20 years after your treatment ends. These will then be securely destroyed unless you ask for them to be removed from our system sooner.

You can withdraw your consent to engage with our service at any time, provided it is safe to do so. Please speak to your care coordinator to find out more information.

If you have any concerns about how we use your information you can contact our Data Protection Officer, Gaynor Toczek on dpo@bdct.nhs.uk. You can also use this email address if you wish to raise any concerns about anything you feel is inaccurate in your records.

If you would like to request a copy of any of the information we hold on you this can be requested by contacting our Information Governance and Records Management team by emailing dpa.requests@bdct.nhs.uk or send a written request to: The Information Governance and Records Management team, New Mill, Victoria Road, Saltaire, West Yorkshire, BD18 3LD or phone **01274 363 629**.

If, for any reason, you are unhappy with our response you can contact the Information Commissioners Office for further guidance. Call the helpline on 0303 123 1113 (local rate number) Or see the ICO website <https://ico.org.uk> Write to: The Information Commissioners Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AE