

How We Use Your Information

Primary Care Wellbeing Service

The Primary Care Wellbeing Service at Bradford District Care Foundation Trust provides holistic treatment for mental and physical health problems. We aim to provide high quality care to improve quality of life and help service users to become more independent. Our team will work in collaboration with your GP who will often refer you to our service. With your permission we will have access to your existing healthcare records. As part of the service that we provide we will create a care plan for you containing your long term and short-term goals which will form the basis of our intervention. We will keep a record of your initial assessment as well as regular progress updates to help us measure the outcome of the intervention. You will work with a team of healthcare professionals guided by your personal support navigator.

Once you consent to work with our service we have a legal responsibility to keep records of the healthcare that we provide. The information we record helps us to provide effective and appropriate treatment and care. These records will form part of your overall healthcare information which is a cradle to the grave record. We keep this information in case it becomes relevant to your future care. We will share information about your progress with your GP unless you ask us not to.

We store information relating to the care and support that you receive on a secure electronic system that is password protected and access is strictly managed by the service manager so that only members of the team who are directly involved in your care can have access. We do not share your information in any other way or with any other service other than what has been described to you in this notice. Any information that is stored separately from your overall digital NHS shared care record will be confidentially destroyed 8 years after you stop using our service.

If at any point you decide that you no longer wish to receive support from our service you can contact a member of our team to let us know.

If you would like to receive a copy of any of the information we hold on you please email dpa.requests@bdct.nhs.uk or write to: The Information Governance and Records Management team, New Mill, Victoria Road, Saltaire, West Yorkshire, BD18 3LD or phone 01274 363 629. If you have concerns about any of the information contained within your records please contact the team so that we can advise you on your rights.

The Bradford District Care Foundation Trust has a Data Protection Officer who is there to answer any concerns that you might have around how your information is being used or stored. If you have any questions please email Gaynor Toczek on dpo@bdct.nhs.uk or you can write to her at the address shown above.

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> or Write to: The Information Commissioners Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AE.