



## **Your information and how we use it**

If you wish to see or discuss your health record please speak to a member of staff who will advise you of the next steps to make.

**Further information can be obtained by  
contacting:**

**Andrew Marchant  
Practice and Standards Manager  
0191 217 0377  
[andrew.marchant@mentalhealthconcern.org](mailto:andrew.marchant@mentalhealthconcern.org)**

**If you require this brochure in a different format please let us  
know.**



## Why we collect information about you

The team of health professionals caring for you will keep records about you, your treatment and care plan and your health. This is information that we receive from the NHS and yourself.

These records help to ensure you receive the best possible care. These records may be stored electronically on a secure computer or in paper form.

These records may include:

Details about your health care or support  
Reports about your health and wellbeing  
Personal information, such as your name and address  
Information about your characteristics such as your race and religion  
Contact that we may have had with you in the past  
Relevant information for your care

You can check with us that your personal details are accurate. It is essential that we keep these up to date.

Please inform us if your personal details change so that we can update these records.

## How your personal information is used

We use your record to ensure that we administer the care or support that you need.

This could be by ensuring that people involved in your care have accurate up to date information about you - helping them to make informed decisions about any future care or support you may require.

This also allows full information about your history to be shared if you leave our service or are referred to another organisation.

If you have a question or complaint about your care or support it can be fully investigated by viewing your records.

## How your information can help Mental Health Concern

Your information may be used to help us with any of the following:

Planning our services to ensure we meet service user's needs  
Preparing statistics on our performance as an organisation  
Booking appointments for your on-going care  
Ensuring that our services are of the highest standard  
Equality monitoring, to ensure that our services are appropriate for the whole community  
Reporting and investigating complaints, claims and untoward incidents

## Protecting your information

MHC adheres fully to the Data Protection Act (1988) - for further information on this please visit [www.gov.uk/data-protection/the-data-protection-act](http://www.gov.uk/data-protection/the-data-protection-act). Everyone working within MHC has a legal obligation to keep information about you confidential and secure.

## We have a duty to

- Ensure that your records are maintained with full and accurate information.
- Provide this information in a format accessible to you. Inform you of what we intend to record.

We will always ask you before using your information in ways that don't directly contribute to the delivery of your care. If you ask we can show you what has been recorded and give you copies of any letters that we write.

We will only share your information, sometimes without your consent, if a serious crime has been committed or you are presenting a risk to others or yourself. Anyone who receives information from us has a legal duty to keep it confidential at all times.

You have the right to restrict the disclosure of your personal information. Restricting this may make it more difficult, or impossible for us to provide the treatment that you need. We will inform you of this if this is the case. It is your decision and you can change your mind at any time.