

**Northern Region Gender
Dysphoria Service**
Benfield House
Walkergate Park
Benfield Road
Newcastle upon Tyne
NE6 4QD



Cumbria, Northumberland,
Tyne and Wear
NHS Foundation Trust

Direct line: 0191 287 6130
Email: NRGDS@cntw.nhs.uk

This form is about how we share and gather information about you during assessment, care and treatment.

A member of staff or a carer can support you to read this form. They will be able to answer any questions that you have.

Name

Date of birth NHS number

Gathering information



The Trust keeps health information on the people it supports to make sure that they get the best care possible.



This can include letters, assessments and any treatments you receive. We gather information from you and other people involved in your care, such as your GP.



The information that we gather will be kept in your healthcare record. We keep information about the support and treatment you receive private.

Sometimes other CNTW staff may open your healthcare record. For example to process a complaint or to ensure that your record is accurate. These staff follow the same confidentiality guidelines.

Sharing information



We have to follow careful rules about how we share your information.

We can share your information with other people who need to see it such as your doctor, social worker or other professionals who provide services to you.



We won't share your information with anyone unless we need to.

We will share your information with others if it is needed to keep you, or someone else safe.



There is a law called the Data Protection Act 2018 which says:

- What the rules are for looking after and sharing information about you.
- What your rights are including your rights to see information that is kept about you.



We make sure that we follow these rules to keep your information safe.

Keeping information



When we write about your care and treatment, we keep that information in the Cumbria, Northumberland, Tyne and Wear (CNTW) electronic healthcare records system.



Some people who use our service live in Cumbria, Northumberland or Tyne and Wear. If you live in one of those areas and use other CNTW services, some of the information that we write, can be seen by those services.

When we meet with you we write two notes.



One note can be seen by other CNTW services. This is information about your mental health and wellbeing on that day. This is so that other people working with you can see **basic information** such as whether you might need support for your mental health. It **does not include** details about your care or treatment in the gender dysphoria service.



The second note is kept in a separate part of the healthcare record. This note **does include** the details about the healthcare that we provide for you. Other people or services who provide healthcare for you **can not see** these notes.

If you do not live in the CNTW area then other services cannot see any of the notes that we write about you in our healthcare records system.

Contacting people to share and gather information



We do not usually contact anyone to talk about your care apart from your GP.



Sometimes it might be useful to speak to someone important who looks after your health and wellbeing. This might be a healthcare professional, like a doctor in another team, or someone who looks after you, like a support worker or social worker.

We would not contact your family unless we had talked about this with you and you had agreed that it was something that you wanted us to do.



Is there anyone who you **would not want** us to contact, to receive or share information about your healthcare and wellbeing?



Is there anyone who **you would like** us to share with, or gather information from, such as family, carer or friends?

GP records



If you live in the CNTW area, and some areas close by, staff working in this service will look at your electronic GP records.

We do this to help us to make decisions about safe care and treatment. We need to look at these records at certain times.



For example, if we asked your GP to take a blood test, we would look at your GP record to see the results.

Communicating with you about your care and treatment



As part of your assessment we will write letters about your care. We would like to give you a copy of these letters. Sharing letters with you is a way of getting you more involved with your care and treatment. It is your right to choose if you would like to receive a copy or not.

I **do/do not** wish to receive copies of letters.

I **would/would not** like my parent/carer to receive copies

Please send letters to my home address/another address (please state below)/hand to me during an appointment.

Address:

Please tell us if you need help to read the letter. For example, easy read, large print, translated to another language, Braille.

Would you like us contact you by:



Text message Yes No

Telephone number



Email Yes No

Email address

Sometimes information will be used for research, audit or training purposes. All details that would identify you would be removed. This may happen after your care and treatment have finished.

Would you like us to contact you in the future to give you the chance to take part in research?

Yes No



If you would like to speak to the team about any of the information in this form, to discuss your choices, or to let us know that your choices have changed, you can contact us using the service details on the first page.



There are also patient information leaflets available. Please ask one of the team if you would like a copy of:

- Access to health records
- Information that the Trust keeps about you
- Sharing letters with service users

Signed Date

Signed Print.....

Date
(Parent or Guardian – on behalf of young person)

Signed Print.....

Date
(Health Care Professional)

The Data Protection Act (2018) gives you the right to apply for access to your/your child's health record. If you want to do this you should contact:

Disclosure Team
Information Governance and Medico Legal Department
St Nicholas Hospital
Jubilee Road
Gosforth
Newcastle upon Tyne
NE3 3XT
Tel: 0191 246 6896