



Information about you



Happier | Healthier | Hopeful

Know how your information is used by the Learning Disability Team.

We will try and help you



We will talk to you

We might talk to other people who help

This is to make sure you are getting help from the right services

Can we share your information?

Tell us who we can share your information with

What can we share?

- Name
- Address
- Care plans
- Treatments
- Any other information related to our service helping you
- Date of birth
- Telephone number
- Assessments
- Notes about visits



Your information is kept:



In a safe and secure place

On our secure computer system

Who can see this information?



Only people who are allowed, can see it (it's confidential)

You can ask to see your information

There may be some information you do not see if we think this is in your best interests

Contacting you

Letter



We can contact you by letter



Phone

We can contact you by telephone

Contact us [if not included elsewhere]

This factsheet has been produced by the service.

Your team is based at

.....

Telephone:

.....

Confidentiality

‘The Trust’s vision is to keep your information safe in our hands.’

We promise to use your information fairly and legally, and in-line with local and national policies. You have a right to understand how your information is used and you can request a copy of the information we hold about you at any time.

For further information contact the Information Governance Team on 01228 608998 or email Information.Governance@cumbria.nhs.uk

Feedback

We appreciate and encourage feedback, which helps us to improve our services. If you have any comments, compliments or complaints to make about your care, please contact the Patient Experience Team.

Email: PET@cumbria.nhs.uk Tel: 01228 602128 Freephone: 0800 633 5547

If you would like this factsheet in another language or format, for example Braille, large print or audio, please call:

01228 603890

E: communications.helpdesk@cumbria.nhs.uk

Or write to Engagement and Communications
Voreda House | Portland Place | Penrith | CA11 7QQ



Happier | Healthier | Hopeful

ID: TW027

Version: 4

Issue date: July 2018

Review date: July 2020

© 2016 Cumbria Partnership NHS Foundation Trust