

Welcome to NHS Talking Therapies

Please take some time to read the below key information and do discuss with your therapist if you have any questions.

Who will know about your care

We will inform your GP of your contact with us as they are the main health professional responsible for your care. NHS Talking Therapies takes confidentiality very seriously. Other than your GP, the information you share with us will not be shared without your permission except in the below circumstances:

- We have concerns relating to harm to yourself or others
- If we identify there may be risk to children or vulnerable adults (including disclosures of historical abuse and/or risk to others).
- If you are under 18 years old, we may inform your Parent(s) and/or legal guardian of your engagement with NHS Talking Therapies in case of safeguarding or risk concerns.

If you would like a family member, carer or friend to be involved in your care, please mention this to your therapist and discuss arrangements for their involvement.

If you are being supported by one of our additional support services (Wellbeing Service, Employment Service and/or HealthMakers) they will have access to your NHS Talking Therapies notes in order to be able to provide the best care.

What if I can't make an appointment?

We kindly ask that you contact our team on 0300 365 2000 with at least two days' notice so that we can offer the appointment to someone else.

We aim to keep our waiting times as short as possible, therefore any short notice cancellations or non-attendance of appointments may be deducted from your overall number of planned therapy sessions.

Unfortunately, we may need to close your referral if you do not attend without letting us know first, if you don't give us enough notice or have more than two unplanned cancellations.

How NHS Talking Therapies use your information

We record your personal health information including your assessments, results of tests and your answers to questionnaires so that we can help you, now and in the future.

The information collected is stored on our secure database IAPTus and may be used to help us with our service improvement and clinical audits. All these uses are described as providing direct care to you. We sometimes use anonymous or group data generated from our clinical system IAPTus for research projects and/or publications; whenever we do this, your data will not be identifiable to you or anyone else.

If your therapist intends to record your session or publish your identifiable information, they will ask for your explicit consent to process your data in this way, which you can decline. It will not affect your care or the treatment you are offered in any way if you decline to be recorded for these purposes.

For full information about how your information is used visit [Protecting your data \(Privacy notice\) | Berkshire Healthcare NHS Foundation Trust](#)

Supervision and training

It is important that staff providing psychological therapies receive supervision and that their skills are monitored and assessed to ensure quality of service to patients.

At key points of training, trainee therapists/psychological wellbeing practitioners are required to shadow trained staff in order to observe clinical skills. If this is required, your therapist will ask your permission in advance or at the start of your session for your consent. You can withdraw your permission for your therapy sessions to be shadowed at any time. It will not impact your care if you choose not to have your session shadowed.

Keeping in touch

We will communicate with you via email, phone and letter. If any of your details change or if your preferred method of contact changes, please inform your therapist or contact our admin team on 0300 365 2000 or by emailing talkingtherapies@berkshire.nhs.uk

Complaints and feedback

If you are unhappy with any aspect of your experience with NHS Talking Therapies or wish to give feedback please contact our clinical service managers on the contact details above. If you need a quick response please call us as our email response time is three working days.

