

Single Point of Access **Integrated Health and Social Care Service** **“First Contact, Right Response”** **Working Together with You**

As part of the Single Point of Access Service, you may require services from a number of different organisations e.g. health, social services, voluntary organisations, etc. If so, there may be a need to share some information about you so that everyone involved in your care can work together for your benefit.

Information about you will only be used or passed on to others involved with your care, if they need it.

Whenever your information is used for your care, it will be handled in the strictest confidence. Organisations involved with the Single Point of Access service will:

- not normally disclose your personal information without your consent, unless it is in your best interests or required by law;
- ensure that only the minimum amount of information needed will be passed on;
- ensure that anyone receiving information about you is under an obligation to keep it confidential and to only use the information for the specified purpose;
- ensure that information sharing agreements between organisations will control the way your information is shared;
- have secure systems in place to help prevent unauthorised access to patient information held on its computers.

If you ask us not to share information about you with another person or organisation we will respect your wishes unless there are exceptional circumstances. Not sharing some information may mean that we have to alter the level of care or service we provide to you but this will be explained. The final decision will normally rest with you.

If you require further information with regards to how we may use your personal information, please ask a member of staff for a leaflet.

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