How you can help

It is important that we have up to date information about you. If any of your circumstances change, please tell us and your employer as soon as possible. Out of date or wrong information could lead to mistakes being made.

On occasion we may ask you to confirm your details to help ensure the information we have about you is up to date.

More Information

You are entitled to see the information held in your occupational health record. If you do wish to see or receive a copy please speak to us so that we can ensure the correct process is followed with consent. There may be a charge for this service.

You can see our full Privacy Notice on our website (www.workingwellglos.nhs.uk)

If you have any questions please speak to the member of our Working Well team providing your care or call in and ask one of our team.

Please contact us if you would like this leaflet in a different language.

Contact details

(t) 0300 421 4455
(e) ghc.workingwell@nhs.net
(w) www.workingwellglos.nhs.uk

SEQOHS

WWforYourInfo_04
Aug 2023

Staff health and wellbeing

WorkingWell

for Safe and Secure Information Handling

NHS
Gloucestershire Health and Care
NHS Foundation Trust
Working Well
Your Occupational Health Service

Working Well holds information about you such as your name, date of birth, contact details and a record of consultations or appointments that you may have with us.

This information helps us to:

- Protect your health and safety at work
- To advise managers about adjustments or restrictions you may need to help you
- To check that the services we are providing are efficient, effective and meet national standards.
- To improve and plan new services

Please note that any information arising as a result of individuals using our **Counselling and Psychotherapy Service** are treated seperately and are only accessible to the Counselling and Psychotherapy service. These records are confidential and are shared with no one without your express permission or, in the very limited circumstances where disclosure might be required by law or a professional requirement, for the safety of yourself or others.

Protecting your health and safety

When you consult us we will create a health record that contains facts about your health and may include records of appointments, test results, vaccinations given and correspondence that we may receive from your doctor or employer. These records will be held confidentially in line with the requirements of the General Data Protection Regulations (GDPR), the NHS Codes of Practice, the General Medical Council and Nursing & Midwifery Council. Confidential personal or medical information about you will not be shared outside of Working Well without your express consent. Your records will be used by our clinical staff who are consulting with you to ensure continuity of care and our administration staff who may book appointments.
At times we need to correspond with doctors or nurses who are treating you such as your GP or specialist. We will not do this without your consent and will always explain to you why we are doing this.

Advising your manager

We may be asked to provide your manager or employer with advice about your fitness for work. We will always discuss our report with you first and will seek your consent to release the information. We will always provide you with a copy of reports we send to your manager. We do not share with employers your occupational health records.

There are legal reasons that occasionally require us to share information to protect others such as to prevent the spread of infectious diseases or to protect vulnerable individuals. We would talk to you about this first if we can.

Meeting Standards, Improving and Planning

In addition to protecting your health, Working Well may use information we hold to help with research work, to monitor our services against national standards and to improve the services we provide.

When information is used for these activities we will remove your name and address. We may use a reference number instead so you are not identified. You may be invited to participate in research studies. All research is approved by a Research Ethics Committee. Before research can start there are detailed checks over how patient information will be handled. Details about your health will not be passed to researchers unless you choose to take part. If you have concerns or objections about the use of your occupational health records please ask to speak to your occupational health practitioner. Your views will be respected. Any discussion will be in confidence and will not affect your treatment or access to occupational health advice.

All our staff receive regular training about how to handle your information safely and securely. It is a legal requirement to ensure that all information about you is kept confidential. Information about you is stored electronically on computer systems which are checked regularly to ensure that your information remains secure.