



**You Matter** is a partnership between the following organisations: Oxford Health NHS Foundation Trust and Buckinghamshire, Oxfordshire and Berkshire West Integrated Care System (BOB):

**Oxford Health NHS Foundation Trust (OHFT)** is a community focused NHS organisation that provides physical health, mental health and social care aimed at improving the health and wellbeing of our patients and their families.

**Buckinghamshire, Oxfordshire and Berkshire West ICS** is a new organisation integrating NHS Trusts, Local Authorities, GP surgeries and Clinical Commissioning Groups to improve health and social care.

**You Matter**  
Entrance 3 – ISIS Centre  
Manzil Resource Centre  
Manzil Way  
Cowley Road  
Oxford, OX4 1XE

0800 145 6568

[www.oxfordhealth.nhs.uk/youmatter/](http://www.oxfordhealth.nhs.uk/youmatter/)

For general enquiries email: [youmatter@oxfordhealth.nhs.uk](mailto:youmatter@oxfordhealth.nhs.uk)



## Information Leaflet

**Information to help you get the most out of your contact with You Matter**

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## Who we are

You Matter is part of an NHS England programme to develop 'Staff Mental Health and Wellbeing Hubs' in all Integrated Care Systems in England. You Matter is provided by Oxford Health NHS Foundation Trust (OHFT) as part of the Buckinghamshire, Oxfordshire and BerkshireWest, Integrated Care System (BOB). The service has been developed in response to the Covid19 pandemic and the recognition of the need for a confidential service for staff experiencing trauma, anxiety or depression. To facilitate confidentiality and engagement staff contacting us may remain anonymous if they wish.

## Confidentiality and how we hold your personal information

Any information you provide is kept on a secure electronic clinical recording system. This system is separate from the one used by your GP and other care providers. Only You Matter staff will routinely have access to this information.

## How do we keep your information secure and confidential?

We take security and confidentiality of the information you provide to us very seriously. All You Matter staff are employed by OHFT and are therefore required to abide by strict codes of conduct and like everyone else working for the NHS have a legal duty to keep information about you confidential. This means that at You Matter we would only share information with other organisations who have a genuine need to know. They too have a legal duty to keep this information confidential.

We also need to let you know that on some occasions we are not able to keep confidentiality, for example if we become concerned about your safety or the safety/wellbeing of another person. Where possible, we will discuss this with you beforehand and consider what steps are required to provide support necessary to ensure safety and wellbeing, including child or adult safeguarding issues.

## How can you see the information we hold about you?

The Data Protection Act 2018 and GDPR gives patients the right to apply for access to their own records, held either on computer or on paper.

If you would like to see your personal information held by You Matter

information about you or the support we have offered you. This will also include if another person answers your phone, we will ask them to take a message. Phone calls are normally to ask you to call our Admin team regarding arranging or to discuss an appointment.

## Emails

We can send correspondence by email if you prefer. We would normally send these securely using encryption. When you receive the secure email you would need to click to request a "one time" password, which is sent to you in a separate email, before you can open the secure email. We can help you with this process by sending instructions by email or over the phone.

Alternatively, if you prefer you can request emails to be sent in the normal way, which would mean we would not be able to guarantee its security once it has left our network.

## Making a comment, or raising a concern or complaint

Should you, at any time during your contact with us, feel that it is not helping, or you are unhappy with your support, you should discuss this with your worker.

If you feel unable to talk to your worker directly then please ask to speak to the You Matter Clinical Service Lead. This can be either by phone: 0800 145 6568 or by email [yomatter@oxfordhealth.nhs.uk](mailto:yomatter@oxfordhealth.nhs.uk).

If you feel unable to discuss your concerns with the You Matter Clinical Service Lead, you can get advice and support from the Patient Advice and Liaison Service (PALS) on the free phone number 0800 3287971.

Further information regarding the PALS service is available on the Oxford Health website: [www.oxfordhealth.nhs.uk](http://www.oxfordhealth.nhs.uk)

## **Patient health questionnaires**

We sometimes use patient health questionnaires (mood questionnaires) to help us assess the level of difficulties you are experiencing, this can also help us find the best support options. You may be asked to complete these questionnaires during an appointment, but they are optional, and you do not have to complete them if you don't wish to.

## **Attending appointments**

It is important that you attend your appointments on time. If you are unable to make an appointment, please telephone the YouMatter office on 0800 145 6568. Please cancel your appointment as soon as you know that you will be unable to attend, so that we can offer your appointment to someone else.

If you are unable to call yourself and ask someone else to call on your behalf, we will not disclose any information to confirm you have an appointment with us, unless you have already informed us this is ok and have provided their details to us.

Should your worker need to cancel an appointment, they will also try to give you as much notice as possible, so please provide them with the most convenient way of getting in touch with you.

## **Unattended appointments**

If you do not attend your first appointment, we will write to you asking you to contact You Matter within two weeks to rearrange an appointment.

## **SMS text reminders**

If you have agreed to receive SMS Text reminders for your appointments, we will send these to your mobile approximately 48 hours before the appointment. We will also use this facility if we need to get in contact with you. This would normally be a text message asking you to call our Admin team regarding arranging or to discuss an appointment.

## **Answerphone messages**

If you have given your consent to receive voice mail messages on your land line or mobile, we would not disclose any personal

please email [subject.access@oxfordhealth.nhs.uk](mailto:subject.access@oxfordhealth.nhs.uk) who will guide you through the process.

We have a duty to make any medical or technical terms in your record understandable to you. More information can be found in the leaflet 'Your Rights and Your Health Record'.

You may wish to make an appointment to discuss anything you do not understand. If you think there is a mistake in your records, you should write to tell us so that an amendment can be added.

## **How is your information used?**

The main purpose is to help provide you with the appropriate healthcare if required. If you have any further questions, then please speak to a member of the team or you can find out more on the website: <https://www.oxfordhealth.nhs.uk/privacy/>

A fuller explanation of how we use your information can be found in the leaflet 'Your Rights and Your Health Record'. You can ask your worker for a copy of the leaflet or you can download it from the You Matter website: [www.youmatter.org.uk](http://www.youmatter.org.uk)

## **Referral agreement**

During your assessment appointment, your worker may discuss future support options with you. This may include a referral to another service such as the Improving Access to Psychological Therapies Services (IAPT) or an Adult Mental Health Team (AMHT).

We aim to work in partnership with you and decisions about any referrals will take into account your views and preferences and our knowledge of treatment and services.

## **Arranging appointments**

We are committed to providing an accessible, flexible service. We always try to arrange appointments with you and at a time and place that is convenient. Most of our appointments are between 8am and 5pm but we also offer appointments on Tuesdays, Wednesdays and Thursdays between 5pm and 8pm. If you are able to be flexible about when you have appointments, we may be able to see you sooner.