# Wellbeing Team registration form 23.24

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By returning this form you are stating that you understand and consent to your information being processed in the manner detailed in our Privacy Statement Below

## Privacy Statement

### Purpose of data processing

Your personal data is processed by the Wellbeing Team so we are able to contact you and have some background information to understand the type of support you may require so we can prepare for meetings with you. It is essential for us to keep details about you and your sessions with us.

Anonymised statistical data is used for management and quality assurance purposes.

We process the contact details of the medical practice at which you are registered to enable us to communicate with your doctor in case of emergency. We may also write to your doctor at your request.

### Legal basis for data processing

Our legal basis for processing your data is that processing is necessary for the performance of a contract to which you are party or in order to take steps at your request prior to entering into a contract. We ask you to sign a contract with us to agree to the terms of our service.

If you do not want us to keep notes about you, we will only be able to offer you one session.  This is because our professional requirements make it essential for us to keep notes on clients.  If we cannot offer you the sessions that you need, we will refer you to another service or agency.

### How the data is processed

Your personal information is stored securely within a computerised database which is password protected.  The following data is stored within the database: name, unique code, DOB, course details, GP details and number of sessions attended.  Access to the database is restricted to the Wellbeing Team.

We also keep confidential case notes documenting the appointments of everyone who uses the service. Case notes may record background information and key issues covered during each session. These will vary in length and detail. Points of concern are also noted. Information and session notes are kept for three years after your last contact, unless there are any ongoing matters relating to the notes or information that mean we need to retain it for longer. After this time they are destroyed.

We take your privacy very seriously and make every effort to ensure electronic communications and online meetings are secure. All emails and messages are hosted on the UHI server linked to wellbeing.ic@uhi.co.uk and are only accessed by the Wellbeing team. We do not record online sessions, which are also hosted on the UHI server.

All service users are allocated a unique counselling code which is recorded on your case notes instead of using your name.

### Access to notes or data concerns

Under the Data Protection Act 2018, clients have a right of access to all personal data processed about them, this includes your counselling notes. If the notes contain reference(s) to other individuals, the third-party references will be removed prior to making the notes available to you. Data protection law provides protection for all data subjects. Sometimes, it is more helpful for a counsellor to explain to you what is recorded within your records as some notes are recorded in codified form, to ensure confidentiality at all times.

If your file includes letters or additional information from the person responsible for your clinical care, e.g. your general practitioner (GP) or psychiatrist, consent from the relevant practitioner must be obtained before the correspondence may be disclosed.

Details of case notes are exempt from disclosure to third parties under current data protection legislation.

If you want a copy of the records we hold about you, this is called a subject access request and falls under the Data Protection Act 2018 and the Uk General Data Protection Regulation (GDPR).  You can make a request for a copy of your data by contacting the college’s Data Controller (see details below).

The Data Controller, Inverness College UHI, 1 Inverness Campus, Inverness, IV2 5NA

Email: data.controller@inverness.uhi.ac.uk

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### **Monitoring, Statistics and Reports**

The Wellbeing and Counselling Service retain anonymised statistical data regarding  ethnicity and the kind of wellbeing help or counselling provided. Any statistical reports produced for UHI Inverness or external agencies do not contain personal data.

### Security

All college computers are part of a secure network that requires a unique identifier and password in order to gain access.  All staff have multi factor authentication in place for added security.  All lists, emails or individual files containing student information are also password protected. Notes and paper records are kept securely locked within the Service. These can only be accessed by staff employed within the Wellbeing and Counselling Service.

In line with legal requirements, counselling notes are retained for 5 years.  After this time, they are destroyed securely by shredding.

### Liaison and correspondence

With your expressed permission it may be appropriate for the counsellor to liaise directly with, or write to, a third party - for example a personal tutor or GP. In the case of telephone calls, the purpose of the call, and the nature and extent of the information to be given, will be agreed with you prior to the call. Requests for letters should be discussed with the counsellor and the same process will be applied.

If you have agreed to us communicating with someone outside the service about you, we will agree with you first what information can be discussed.  If we are writing to someone outside the service on your behalf, we will offer you the chance to approve the letter before it is sent. We will ask you to complete a third party consent form if we are dealing with an external agency on your behalf.  This will be deleted at the end of the academic year to which it relates.

The Wellbeing Service offers a range of support including guided self-help, person-centred counselling, cognitive behavioural therapy, mental health support, or referrals to specialist services. We aim to be supportive, fair, just, and free from discrimination.

Please note: The Wellbeing Service is not an emergency service. If you feel that you are in a crisis, and that you are thinking of seriously harming yourself or ending your life, please speak to your GP immediately or ring the NHS helpline 111 or call the Samaritans on 116 123

If you have difficulties in filling out the form or would prefer not to do so, please let us know wellbeing.ic@uhi.ac.uk

* Once you have completed the form you will be offered an appointment.
* Your first appointment will be an assessment of your needs and identifying the goals that you want to achieve. We will agree a treatment plan unique to you and your needs.

### Confidentiality Summary (a copy of the wider information is available on request)

Staff working for the Wellbeing Team will not normally pass on personal information about clients (including information on attendance) to anyone outside the Service (including academic staff) subject to the following exceptions:

* Where the member of staff has the expressed consent of the client to disclose the information
* If you disclose imminent danger to yourself, or others
* if you disclose information about serious criminal activity

In any of these circumstances the counsellor will normally encourage the client to pass on information to the relevant person/agency. If there is no indication that this has happened, or is likely to happen, or if the crisis or danger is sufficiently acute, the counsellor may pass on the information directly for example to your GP or the emergency services.

*Consent to disclose information will be sought from the client, if at all possible*.

**Our Commitment to You**

* We aim to offer appointments as quickly as possible and we recommend that you take the first appointment we can offer you.
* Declining an appointment may mean that you will have an extended wait for a future appointment to become available. At peak times, the wait may be up to 2 or 3 weeks for your first appointment. Please accept our apologies for this wait.
* We do have two student support apps that work 24/7 for support while you are waiting to be seen by our service.  Those details are at this [link](https://www.inverness.uhi.ac.uk/study/student-support-services/wellbeing/)
* If you need to cancel your appointment, please give us as much notice as possible.
* Please note that all appointments will be notified by email. Please check your inbox. Make sure you have the MyDay App or access to your emails.

## Registration Form

Preferred Name (required)

Course Name

Mobile contact number (required)

Student number

Date of Birth

What best describes your gender?

Non-binary, Prefer not to say, Female, Male

Would you like to opt in to receiving details of wellbeing services or events throughout the year. Yes or No

Name of person who referred you to your wellbeing consultation (if any):

Self / PDA / PAT / GP / Academic Staff / ASN / Other - had online counselling last academic year

**Are you currently registered with a medical practice – Yes or No**

If yes, please provide details below. We hold your GP contact details to enable us to contact your doctor if and when, you need our support to communicate matters currently affecting your health and wellbeing. In cases of emergency we may contact them without your permission.

Practice Name

Telephone Number

GPs name if known

**Availability to come to sessions**

Please note the days and times that you are free to attend an appointment with the Wellbeing team **on a regular basis**.

Do take into account work, placements, childcare, duties etc.

If you have very limited availability, you may wait longer for ongoing appointments and/or need to be signposted to other services.

Monday -

Tuesday -

Wednesday -

Thursday –

Friday –

Please read the statements below and think about how often you have felt this way over the last week your answers can be

Not at all / Only Occasionally / Sometimes / Often / Most of the time

1. To what extent are you considering leaving your course because of your problems?

2. To what extent would you say your problems are affecting your study (e.g. attendance/assessments)?

3. To what extent would you say your problems are affecting your overall experience at college/ university?

4. I have felt terribly alone and isolated

5. I have felt I have someone to turn to for support when needed

6. I have felt able to cope when things go wrong

7. Talking to people has felt too much for me

8. I have been happy with the things I have done

9. I have felt warmth or affection for someone

10. I have been able to do most things I needed to

11. I have felt criticised by other people

12. I have thought I have no friends

13. I have been irritable when with other people

14. I have achieved the things I wanted to

15. I have felt humiliated or shamed by other people

16. I have felt tense, anxious or nervous

17. I have felt totally lacking in energy and enthusiasm

18. I have been troubled by aches, pains or other physical problems

19. Tension and anxiety have prevented me doing important things

20. I have been disturbed by unwanted thoughts and feelings

21. I have felt panic or terror

22. I have had difficulty getting to sleep or staying asleep

23. My problems have been impossible to put to one side

24. I have felt despairing or hopeless

25. I have felt unhappy

26. Unwanted images or memories have been distressing me

27. I have thought I am to blame for my problems and difficulties

28. I have felt O.K. about myself

29. I have felt like crying

30. I have felt overwhelmed by my problems

31. I have felt optimistic about my future

32. I have hurt myself physically or taken dangerous risks with my health

33. I have thought it would be better if I were dead

34. I have threatened or intimidated another person

35. I made plans to end my life

36. I have thought of hurting myself

37. I have been physically violent to others

Thank you for completing the registration form, someone from the team will be back in touch with you very soon to arrange an initial wellbeing assessment appointment.

You can get more information about your wellbeing in the bothy in brightspace

If you want to get in touch with the team please email counsellor.ic@uhi.ac.uk

**If someone is seriously ill or injured, and their life is at risk, call 999.**

**If you are worried about someone who is ill, call 111.**

**If someone is in immediate danger call 999.**

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