# Wellbeing Support Registration 2024/2025

## **Top of form**

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 NOTICE – HOW WE USE YOUR INFORMATION**

UHI Inverness is committed to ensuring that the processing of personal data is only undertaken in the legitimate operation of the college’s business. The college collects and uses information (data) about students and stores it following the UK Data Protection Act 2018 and the UK General Data Protection Regulation. UHI Inverness is a partner of the University of the Highlands and Islands (UHI).

**Purpose**

Your personal data is processed by the Wellbeing Team, so we are able to contact you. We record some background information to understand the type of support you may require. This helps us to 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**

The legal basis for processing your data falls within Article 6 (1) (b) of the UK General data Protection Regulation (GDPR) “processing is necessary for the performance of a contract to which you, the data subject is 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 don’t 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 confidential notes on clients.

**How The Data is Processed**

Your personal information is stored securely within a password protected database on the university network. The following data is processed: name, unique code, date of birth, 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. All service users are allocated a unique counselling code which is recorded on your case notes instead of using your name.

We take your privacy very seriously and make every effort to ensure electronic communications and online meetings are secure. We do not record online sessions.

Your data will be held for 3 years in line with the legal requirement for the retention of mental health records.

**Rights of data subjects**

* The right to access your personal data
* The right to rectification if the personal data we hold about you is incorrect
* The right to restrict processing of your personal data

The following rights apply only in certain circumstances:

* Theright to withdraw consent at any time if consent is our lawful basis for processing your data
* The right to object to our processing of your personal data
* The right to request erasure (deletion) of your personal data
* The right to data portability

If you wish to exercise your information rights or have concerns about the way your data is being processed, you can write to the local Data Controller (see foot of page).

If you are not satisfied with our response, you may raise a complaint via the Information Commissioner’s Office (ICO) [https://ico.org.uk](https://ico.org.uk/) The ICO is the UK's independent body set up to uphold information rights.

The Wellbeing Team 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](mailto:wellbeing.ic@uhi.ac.uk)

* Once you have completed the form you will be offered a wellbeing assessment appointment.
* Your first appointment will be an **online assessment** of your needs and identifying the goals that you want to achieve. We will agree a mental health 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 students (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
* if someone referred you, we will confirm attendance at the initial appointment
* if you have agreed to your engagement being passed on as part of a support to study process

In any of these circumstances the team member will normally encourage you 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 staff member may pass on the information directly for example to your GP or the emergency services.

*Consent to disclose information will be sought from the student,* *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.
* 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

1.prefered name (required)

2.Preferred pronoun

he / him she / her they / them no preference other

3.course name

4.mobile contact number (required)

5.May we leave a voicemail if required

Yes or no

6.student number (required)

7.How do you identify your gender?

non-binary / prefer not to say / female / male / another way

8.date of birth

9.Can we send you details of wellbeing services or events throughout the year

Yes or no

10.Role of person who referred you to your wellbeing consultation (if any):

PDA / ESA / PAT / Self / GP / Academic Staff / Transitions Team / Student Services Centre / The Bothy / Other

The team will at times acknowledge your registration with the staff member who referred you, or if you have consented as part of a support to study, but not any ongoing engagement or information without your consent.

11.Select which applies to you

- First time accessing the wellbeing team

- have accessed wellbeing support in prior years

- have accessed the wellbeing team this academic year

12.Are you registered with a medical practice?

Yes or No

Please note that you are expected to be registered with a GP in order to access mental health support.

If you are not currently registered, we strongly encourage you to register with a GP before your first appointment with us.

You can register with a local GP as a temporary resident with a local GP surgery while you study with us if you still want to keep your GP in your local area.

To find a local GP service please go to: Find Your Nearest | NHS Highland (scot.nhs.uk)

13.Name of medical practice (required)

14.Contact Number of Medical Practice

15.Name of GP (if known)

16.Current Medication and Dosage if known

Sadly, as many as 1 in 6 appointments are wasted due to students not attending which also means that waiting times for appointments are increased.

**Availability for your Initial Wellbeing Assessment**

**(please note your initial assessment usually happens online)**

Please enter below the days and times that you are free to attend a mental health assessment

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

**The more flexible you can be the easier it will be for us to respond quickly.**

17.When are you available for your Wellbeing Assessment appointment

Monday

10 – 11 / 11 – 12 / 12 – 1 / 1 – 2 / 2 – 3 / 3 - 4

Tuesday

10 – 11 / 11 – 12 / 12 – 1 / 1 – 2 / 2 – 3 / 3 - 4

Wednesday

10 – 11 / 11 – 12 / 12 – 1 / 1 – 2 / 2 – 3 / 3 - 4

Thursday

10 – 11 / 11 – 12 / 12 – 1 / 1 – 2 / 2 – 3 / 3 - 4

Friday

10 – 11 / 11 – 12 / 12 – 1 / 1 – 2 / 2 – 3 / 3 - 4

18.We can sometimes offer appointments at 8.30 or 9 am or 4pm; please let us know if this would be preferrable for you.

yes

19.Please give the name and mobile number below of someone you would like us to contact in the event of an emergency. (required)

20.Relationship to you

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

not at all / several days / more than half the days / nearly everyday

1 Little interest or pleasure in doing things

2 Feeling down, depressed, or hopeless

3 Trouble falling or staying asleep, or sleeping too much

4 Feeling tired or having little energy

5 Poor appetite or overeating

6 Feeling bad about yourself — or that you are a failure or have let yourself or your family down

7 Trouble concentrating on things, such as reading the newspaper or watching television

8 Moving or speaking so slowly that other people could have noticed? Or the opposite — being so fidgety or restless that you have been moving around a lot more than usual

9 Thoughts that you would be better off dead or of hurting yourself in some way

22. Please read the statements below and think about over the last two weeks, how often you have felt this way your answers can be

not at all / several days / more than half the days / nearly everyday

1. Feeling nervous, anxious or on edge

2. Not being able to stop or control worrying

3. Worrying too much about different things

4. Trouble relaxing

5. Being so restless that it is hard to sit still

6. Becoming easily annoyed or irritable

7. Feeling afraid as if something awful might happen

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

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

1. I have hurt myself physically or taken dangerous risks with my health
2. I have thought it would be better if I were dead
3. I have threatened or intimidated another person
4. I made plans to end my life
5. I have thought of hurting myself
6. I have been physically violent to others

## **Support available**

The Wellbeing Team offers several types of help. In your wellbeing assessment appointment, the team member will discuss your needs and help identify the appropriate support to help resolve / manage your difficulty.

24.Please highlight which of the support you would find most useful at the moment:

* Self-help Resources: Online leaflets, links to websites, online exam stress support, online anxiety and depression management help, leaflets, and information on a range of issue
* Online Individual Counselling: Short term counselling, each lasting 50 minutes
* Face to Face Individual Counselling: Short term counselling, each lasting 50 minutes
* Mentoring: Study focused help for students via Disability Learning Support who are eligible for this type of help as part of their Disabled Student Allowance assessment.
* Therapeutic group: Ongoing support in a small group setting either for a specific issue, e.g. overcoming anxiety, or for managing student life.
* One off consultation: This session is to get some guidance about self-help strategies, or to talk over a specific issue. (Is not suitable for an urgent situation)
* Workshops: We run workshops throughout the year on a range of issues, including exam stress, settling into university life, mindfulness for students
* Bibliotherapy: (recommended self-help books): We provide recommended books for specific issues, available from the University library.
* Advice on finding longer term therapy or specialised help, e.g. couples counselling, drug/alcohol support