

What Next?

We plan to get in touch with you in the near future; therefore you do not need to do anything further at this stage.

If you do have any concerns, or require further information, please contact us **promptly** at the following:

**Clackmannanshire Integrated
Mental Health Services,
Clackmannan County Hospital,
Ashley Terrace, Alloa FK10 2BF**

Tel: 01259 727393

Email: liz.mcdonald2@nhs.net

Monday - Friday (9.00am – 5.00pm)

**LARGE
PRINT**

If you, or someone you know, would like this in an alternative format, such as large print then please phone us free on 0800 456033, fax your request to 01786 470984 or email us at yourhealthservice@fvhb.scot.nhs.uk

Core Values of the Council

Commitment, Trust and Partnership

Openness and Accountability

Respect and Dignity

Equity, Fairness and Inclusion

یہ دستاویز کے بارے میں معلومات فراہم کرتا ہے۔ ایڈٹ یعنی بالغ افراد کے لئے کیئر سروس
اس دستاویز کو اپنی زبان میں سمجھنے کے واسطے اگر آپ کو مدد کی ضرورت ہے تو برائے مہربانی اسکو کنسل آفس
لے جائیں اور ریسپشن پر پوچھیں۔ کنسل کے دفاتر کے پتے نیچے درج ہیں۔

گرین فیلڈ ہاؤس	لائیم ٹری ہاؤس
ٹیل بی روڈ	کاسل سٹریٹ
آلوا	آلوا
FK10 2AD	FK10 1EX

這文件內容是有關 成人護理服務。
如你需要，我 可以用你的語言幫助你了解此文件的內
容。請携同此文件到議局辦公室接待處查。辦公室地
址如下：

Greenfield House 青田樓	Limetree House 檸樹樓
Tullibody Road	Castle Street
Alloa	Alloa
FK10 2AD	FK10 1EX

Niniejszy document udziela informacji na temat Opieki
Społecznej dla Dorosłych.
Jeśli chcieliby Państwo skorzystać z pomocy w zrozumie-
niu tego dokumentu w swoim języku, proszę go ze sobą
zabrać do Biura Rady Miejskiej (Council Office) i zapytać
w recepcji. Mogą Państwo znaleźć Biura Rady Miejskiej
pod poniższymi adresami:

Greenfield House	Limetree House
Tullibody Road	Castle Street
Alloa	Alloa
FK10 2AD	FK10 1EX



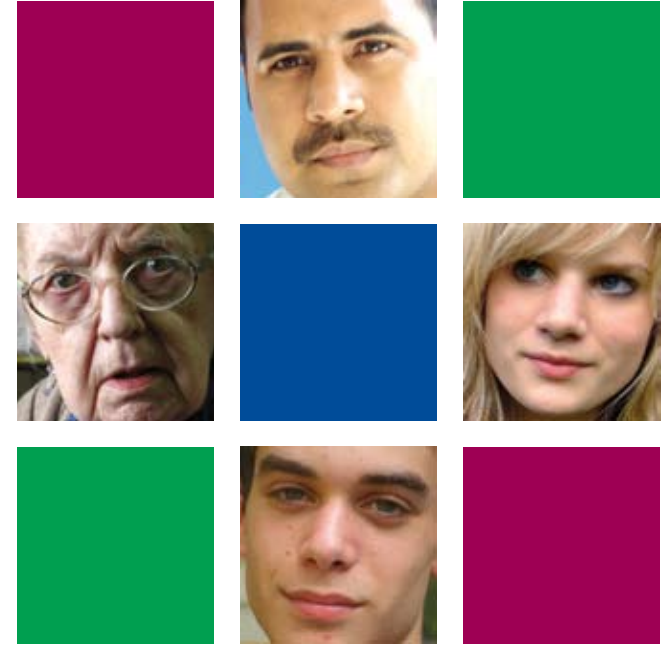
This leaflet can also be made available on audio tape or CD.
Contact the Research & Information Service on 01259 452519.

Further information can be obtained on the
Clackmannanshire Council website: www.clacksweb.org.uk.

Contact the Research & Information Service on 01259 452519 to obtain
further supplies of this leaflet or to request changes / amendments



Integrated Mental Health Services



NHS
Forth Valley

**A Guide to
Information Sharing**

SAMH

**CLACKMANNANSHIRE
COUNCIL**

Introduction

You have been referred to our services and we have received a computerised referral form containing information about your health and current concerns. The person who made the referral would like us to conduct a further assessment of your needs to gather more details about your mental health problems.

Who are the Integrated Mental Health Services?

We are a range of NHS, Local Authority and Voluntary agencies based in Alloa, providing mental health services for the Clackmannanshire area. These agencies consist of teams of staff with a range of skills and abilities, who work in partnership and specialise in the treatment of mental health problems. Whether we visit you at home or you attend a hospital or community based service, we will ask you for information to enable us to provide the proper care and support. This means we may need to share information about you between the various teams.

What are the benefits of sharing information?

- ▶ **Enable you to access the most appropriate part of our services at the earliest opportunity.**
- ▶ **Provide care at the right time, in the right place by the right service.**
- ▶ **Reduce the need for you to be asked to repeat information about yourself if there is more than one service involved in your care and treatment.**
- ▶ **Improve the quality of our services to you by working in partnership across the agencies, with your involvement, to provide care to meet your needs.**

Sharing Information with Other Agencies

Where appropriate, we may require your agreement about the passing on of information to other agencies, outwith our own services, which will help with, regard to your care and treatment.

This information will be shared only with people involved in your care.

In rare circumstances we have a statutory duty to disclose information about you without your consent, for example, concerns about child protection or where the safety of others is concerned.

Confidentiality

The Integrated Mental Health Services abide by the principles of the Data Protection Act 1998.

Your information will be kept secure and confidential, in case files and computer records.

You have the right to refuse to consent to the sharing of your details. Please contact us about any concerns you may have regarding this as it may impact on the level of service that the partnership agencies are able to provide for you.

Comments and Complaints

Clackmannanshire Integrated Mental Health Services have developed a comments and complaints procedure to ensure all comments are dealt with thoroughly, fairly and within a reasonable timescale. Any comments should be addressed to:

**Service Manager,
Joint Provision,
Lime Tree House,
Alloa. FK10 1EX**