

CHAPERONE

All patients are entitled to have a chaperone present for any consultation, examination or procedure where they feel one is required. This chaperone will be a trained member of staff. Wherever possible we would ask you to make this request at the time of booking the appointment, so that arrangements can be made and your appointment is not delayed in any way. Where this is not possible, we will endeavour to provide a chaperone at the time of request. However, occasionally it may be necessary to reschedule your appointment. Your healthcare professional may also require a chaperone to be present for certain consultations in accordance with our chaperone policy.

Access to Records

If you wish to see the records made about you by the DCMH, you should write to the DCMH Team Leader. You do not have to give reasons for wanting to see your records. You will then be asked to complete a consent form. The Fmed 1041 is not a medical record, as a medical person does not write it. You may see it on application, unless the person who wrote it withholds their permission.

Confidentiality

Information you provide during an appointment is treated as confidential. The clinicians will share it only with other members of the caring team. When medical documents or written records are sent by post, they will be treated as Protected – Medical.

FMed 1041

Sometimes the opinion of your commander can help us to get a clear picture of the problem. We request this opinion using a form known as an FMed 1041. In theatre the form might be completed by a SNCO, but it should be signed by your OC or CO. We may still wish to talk to your commander, but we will not disclose confidential information. If your commander begins the referral process, he may initiate an FMed 1041 without your consent.

Complaints

If you are unhappy about the care you receive you should first approach your clinician, it is almost always possible to address factors at this level. If you remain unhappy, you should speak to the DCMH Team Leader. If you are still not satisfied, you should make your

complaint in writing, to the DCMH Team Leader or to the RGPM, John Farmer Building, Normandy Barracks, BFPO 16. It will help you and us if you give as much information of a factual nature as possible in your letter (e.g. times and dates of appointments).

How You Can Help Us

Unless you notify us otherwise with a good reason, we will expect you to:

- Attend all appointments promptly, or tell us in good time why you are unable to.
- Let us know if there is anything about your care that you do not understand, or need explaining.
- Respect confidentiality, by not discussing with people outside the caring team what is said during appointments.
- Carry out instructions or advice given to you; this includes taking medication and following treatment programmes.
- Tell us straight away if there is a big change in your symptoms.
- Treat DCMH staff with common courtesy. Any foul or abusive language or threats not attributable to mental health issues will be reported and disciplinary action taken.

Formal Governance Visits (Medical Audit Team).

During formal governance visits the visiting medical team carry out quality control checks on a proportion of medical records. Any confidential medical information about an individual will not be divulged by the visiting team, however, individuals have the right to deny the Medical Audit Team access to their own documents should they wish to. For questions or comments regarding this please contact the DCMH Team Leader.

Treatment or advice out of hours

DCMH Westfalen is an outpatients facility and as such is open during the hours of 0830 -1700 Monday to Friday.

Treatment or advice outside of these hours should be accessed via your own medical facility.

Further Information

If you want any part of this patient leaflet explained, or if you have questions about the services provided by DCMH Westfalen, please speak to a member of the team or alternatively call Mil: 9 4879 4551 or Civ: 05254 982 4551.

Department of Community Mental Health

DCMH Westfalen
John Farmer Building
Normandy Barracks
Sennelager
BFPO 16

Tel mil: 94879 4551
Civ: 05254 982 4551

Westfalen Garrison

For further information please visit our
website at
www.patient-wise.de

Introduction

Welcome to the Department of Community Mental Health (DCMH) Westfalen, part of the British Forces Germany Health Service (BFGHS). We are a small number of mental health clinicians employed to help service personnel, dependants and civilians with mental health problems. Mental health services form part of the overall medical support network to the armed forces.

We work alongside Medical Centres, AWS, and other services to aid recovery and well being. To achieve this, we will communicate effectively whilst maintaining patient confidentiality. We acknowledge diversity and will be respectful at all times.

Information about you

(The Data Protection Act 1998).

Confidential records are kept about your health and the care you receive from the DCMH. These records are important in helping to make sure you receive the best possible care from us. The information may also be used to plan medical services and assist in teaching and training of Health Care professionals. To make sure that patient confidentiality is maintained all staff have been made aware of their responsibilities.

There are certain circumstances in which information may be withheld. If the clinician who made the record feels that its disclosure would cause you serious physical or mental harm, or if it would reveal information about someone else who has not given consent, we will not give that part of the record.

Action to Deny Access

Any individual who does not wish their records to be inspected should inform the DCMH Team Leader in **writing**.

Exceptions

In very exceptional circumstances, the caring team may be obliged to disclose confidential information to police authorities, in order to prevent or detect a crime. A court order can also be used to force disclosure.

Throughout this document:

The male gender is used for simplicity and economy of space. It refers equally to both sexes. The term clinician means a doctor, therapist or other medical personnel. The term Commander means an Officer or NCO in command over you, normally somebody who knows you personally.

These terms do not necessarily have the same meanings outside the Defence Mental Health Service.

The services available to Westfalen Garrison:

- Formal assessments and further treatment by a Consultant Psychiatrist, Consultant Psychologist, Mental Health Occupational Therapist, Mental Health Social Worker or Community Mental Health Nurse.
- Group work as identified.
- Education on Anxiety, Anger, Assertiveness and Stress Management.
- Regular liaison with all Garrison units providing advice and support to the command structure.

Consent

Some questions answered.

- A. Before any mental health clinician examines you they **must** have your **consent** or permission. It is important **before** giving permission that you understand what you are agreeing to. **If you do not understand – ask.** More information is available on request.
- Q. **What happens when I am referred to the DCMH?**
- A. A mental health clinician will acknowledge receipt of the referral to the Referring Officer (usually a Doctor). You will then be contacted by the DCMH with an appointment. When you are seen an electronic record will be created. This is only visible to medical personnel directly involved in your care. It may also be necessary to contact your divisional officer and / or your commanding officer for their opinion on how you are currently functioning at work. This is normally done using a form called an FMed 1041.

- Q. **What choices do I have?**
You may wish to talk over your problems with non-medical personnel. AWS is available for confidential contact. Here you will find trained personnel from the Army Welfare Service. You may also wish to speak to the Chaplains. You should make your line manager aware of any problems that may affect your work.
- Q. **Are the records permanent?**
A. Yes. Electronic Medical Records will contain a record of your contact with psychiatric services.
- Q. **What happens next?**
A. If you have agreed to be seen, the mental health clinician will carry out an interview. The information from this interview, referral notes, and the FMed 1041 (if requested) will help them to decide if you have issues we can help you with. They will contact the person who referred you with advice on treatment. They may also advise your commander on your management, but will not reveal confidential information. At the end of the interview, you will be given the chance to discuss the plan of care.
- Q. **Will this affect my career?**
A. In most cases no, but security vetting for certain employments may take into account medical history, including previous psychiatric contact.
- Q. **What will happen if I refuse to be seen?**
A. If you do not wish to be seen by the DCMH, you will continue to be supported by other clinicians. They may wish to discuss your case with a member of the DCMH. When a patient is suffering from a serious mental illness, and refuses to be seen, it may be necessary to seek compulsory detention for treatment. This is very rare within the service community.
- Q. **What if I require specialist access?**
A. DCMH is a single storey building with disabled parking and wheelchair access.