**Lifecycle Primary Mental Health Service**

**Patient Consent Form for Email Contact**

This form is to be completed by Patients wishing the Trust to communicate with them (or their carers or relatives regarding them) using Unsecure Email services.

|  |  |
| --- | --- |
| **Patient Name:** |  |
| **Patient D.O.B.** |  |
| **Patient Address:** |  |

**Please tick your Emailing preference:**

* I confirm that South Tyneside and Sunderland NHS Foundation Trust, Gateshead Talking Therapies can use the email address below as a method of communication with me / my carer / my relative [delete as appropriate].
* I confirm that **all** departments of South Tyneside and Sunderland NHS Foundation Trust can use the email address below as a method of communication with me / my Carer / my relative [delete as appropriate].

|  |
| --- |
| Email: (Please print): This is my / my Carer / my relative’s email address [delete as appropriate] |

I understand that the Trust will use all reasonable means to protect the security and confidentiality of Email information sent and received but accept that the Trust cannot guarantee the security and confidentiality of an Email transmission. I am aware that there are both known and unknown risks that may impact or affect privacy when using Email to communicate. I acknowledge that I have had the relevant risks explained to me by the service.

I have been made aware that copies of all Email correspondence will be retained by the Trust and added to my permanent healthcare record held by the Trust.

|  |  |
| --- | --- |
| Patient Signature | Date |
| Print Name |

**Lifecycle Primary Mental Health Service**

Email Communication Terms

* + The Trust will only communicate via Email with either; the client, or an individual who has enduring power of attorney for the client.
	+ Where the client wishes the Trust to communicate with a relative or carer via Email they must provide written consent.
	+ Email is not a secure way of corresponding and should not be used to transfer any highly sensitive information.
	+ Email should never be used for urgent communications
	+ Email can be forwarded, printed and stored in numerous paper and electronic forms.
	+ Email communications can be intercepted during transmission without detection or authorisation.
	+ Email is easier to forget than hand written or signed papers.
	+ Copies of Emails may still exist after the sender and receiver have deleted their copies on their computers, particularly when using web based applications.
	+ It is very easy for Emails to be sent to the wrong address by senders and receivers.
	+ Email can spread computer viruses.
	+ Email service providers can be required by law to retain emails sent through their systems.
	+ Under the Lawful Business Practice Regulations the Trust has the right to inspect emails sent through their systems, by communicating with the Trust via Email the client is consenting to this occurring where necessary.
	+ All Emails sent by the Trust and received from the client will be added to the clients permanent healthcare record.
	+ It is the responsibility of the client to ensure that the Trust has their correct Email address.
	+ The Trusts cannot be held responsible for any breach of confidentiality in relation to Emails sent to a client unless this is a result of a negligent action by the Trust. The client is fully responsible for the confidentiality and security of any Email communications they receive.
	+ The Trusts will only send Emails to the address provided by the client on the consent form. It will not send Emails to any other address unless informed in writing by the client (via a new consent form) that their address has changed.