

Measuring your Recovery

Privacy Notice: QNIC-ROM for Young People

The Quality Network for Inpatient CAMHS (QNIC) is a network that helps young people's inpatient services find out what they are doing well and what they can do better for young people and their parents/carers. QNIC staff members visit services like yours regularly to keep this process going. As part of this, we are developing a system called QNIC-ROM and we would like to use this system to collect information to track young people's progress during their inpatient stay. We will ask you about your experience on the unit to find out how you are doing here over time.

This information will also help your unit think about ways of making things better for young people who spend time here, both now and in the future. Therefore, what you tell us is very important. It is also important for us to tell you what kind of information we will collect about you, if you are happy for us to. This leaflet will hopefully tell you all you need to know. We will only use your data if you say we can.

Below are some questions that you may have about how QNIC-ROM affects you:

➤ **What kind of information will you have about me?**

The only information we will have is the answers to the questionnaires that you complete, as well as your age, gender and diagnosis. Although we will not be able to identify you using any of this information. Your parent (s) will be asked to fill some in about you too. You may be asked to fill in the same questionnaires when you first go into the unit, at some other times while you are there and then just before you leave to go back home. This is just so we can track your progress throughout your stay. For this reason, we would also need to record what day you went onto the unit and what day you left it.

➤ **What will you do with the information you have about me?**

We will use your information to see any changes in how you feel while you are staying at the unit and what you think about the place. The information will be used to inform the team about your care, the service and to make national comparisons with other units similar to the one you are at. If you find after reading this or even later on that you have any questions about how we handle your information, please email us: dataprotection@rcpsych.ac.uk or ask an adult to. Please state 'QNIC-ROM' in the subject line of the email to support staff with your query.

➤ **How will you be keeping my information? Will people know it's about me?**

When you fill in a questionnaire and give it to staff, they will log in to the system using their own login details. Only they will know their password. They will then enter the information you have given on the questionnaire onto the secure system. They will not put your name on anything. No one apart from the person who enters your information on the system will know the information is about you. The system will give you a code (instead of your name). This means that no one would be able to trace it back to you except the staff where you are.

➤ **How long will you be keeping my information?**

The law says that we are not allowed to keep your information for any longer than we need to. We will be keeping hold of your information for the duration of the project, plus a further five years, unless consent is withdrawn. When we don't need it anymore, we will safely get rid of it.

➤ **What if I don't want to give you my information in the first place?**

It's up to you whether you want to fill in the questionnaires or not. If you say yes, then staff will ask you to sign a consent form to show that you said yes. If you don't want to, then you do not need to sign the consent form and the help you are receiving on the ward will not be affected at all. You won't be letting anyone down. If you say yes and your parents do too, we will ask them to sign a separate consent form to show they agree.

Even if you say yes to us having your information but then you change my mind, please let staff know. You don't have to give a reason why and you won't be punished, we will simply stop collecting your information and delete any information we have collected from you already. Your care will not be affected in any way as a result of your decision.

➤ **Are there any laws which protect me and my information?**

There are lots of laws that do this. A couple of examples are: The Data Protection Act (2018) and The Human Rights Act (1998). If you want more details about these then please email us: dataprotection@rcpsych.ac.uk or ask an adult to.

➤ **Can I see the information that you have about me?**

Yes, you can. You are allowed to ask to see the information that we have about you. If you are thinking that you might want to do this and want to know how then please email us on the same email address: dataprotection@rcpsych.ac.uk or ask an adult. Please state 'QNIC-ROM' in the subject line of the email to support staff with your query.

➤ **Who can I speak to if I want to complain?**

We take any complaints we receive about the way in which we use your information very seriously. We ask people to let us know if they think that our collection or use of their information is unfair or wrong.

If you want to make a complaint about the way we have dealt with your personal information, you can contact us using the same email address that we have mentioned earlier on which is: dataprotection@rcpsych.ac.uk. Please state 'QNIC-ROM' in the subject line of the email to support staff with your query.

You can also complain to the Information Commissioner's Office directly. The Information Commissioner's Office makes sure that organisations are using people's information in the right ways:

Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
Telephone: 0303 123 1113

Thank you for reading.