

# Privacy notice

## How we use your personal information

General data protection regulation - General data protection regulation - General data protection regulation

### **This is a Privacy Notice for NHS 111, Select option 2 (mental health option) phone line**

A privacy notice tells individuals what we do with your personal information. It is a legal requirement. This is a shortened version of our full patient privacy notice. If you wish to view our full privacy notice please visit our website, [www.tewv.nhs.uk](http://www.tewv.nhs.uk)

### **What is the 24/7 Mental Health Crisis Telephone Line?**

This provides easily accessible and timely support to those that are experiencing mental health crisis, 24 hours a day, 7 days a week via a national single point of access. A freephone mental health helpline for all ages of people including children and young people.

Mental Health Trusts such as TEWV are the lead provider for the 111 select mental health option however this can also be delivered on behalf of or in conjunction with the Trusts by another organisation.

### **Call NHS 111 and select the mental health option, this is option 2 on your telephone keypad.**

Any member of the public may dial 111 and select the mental health option. You may call for yourself or call on behalf of someone else such as a friend or a relative or a member of the public.

### **What happens when I call NHS 111, option 2?**

Your call will be answered by a mental health professional and screened. While you are waiting for your call to be answered you will hear a recorded message. This message will explain the 111 2 option and if you have a physical health issue and/or require advice about medication to select 111 – option 1.

The mental health staff member will screen you or the person you are telephoning about by asking you for some personal details including your phone number, name, address, GP, via a series of questions to establish the appropriate help and support needed. These details will be used to create a health record.

The staff will explain how your personal information will be used.

### What sort of help can I get?

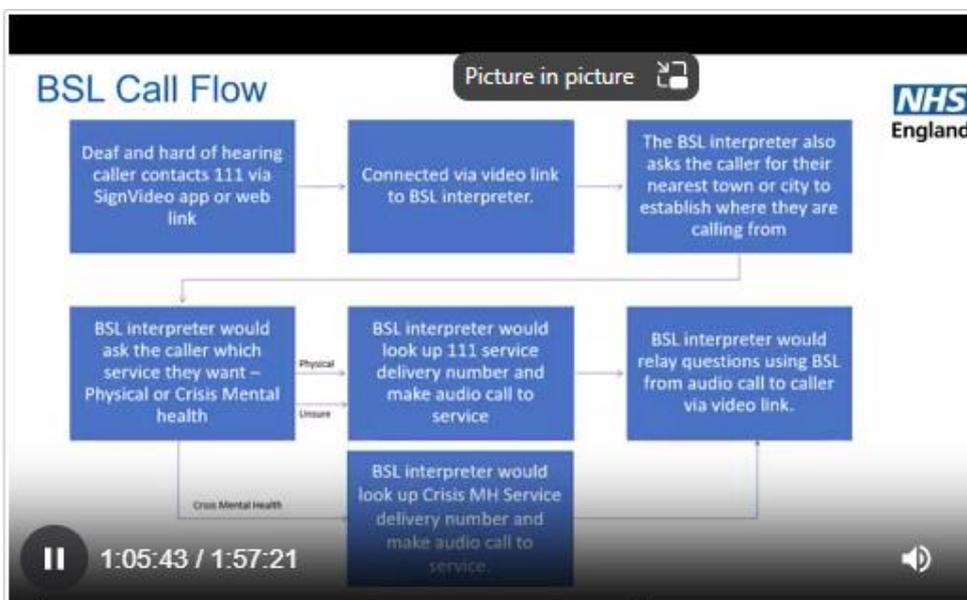
You will be screened by mental health advisors who are employed by TEWV/CNTW and /or other commissioned provider and they will provide advice, support, and signposting.

Although we are not a counselling service, all our staff will listen and help callers to talk through their immediate challenges and to explore ways of coping or suggest alternative help available. If you need further crisis support, you will be transferred to the respective crisis team/service for triage and assessment if this is needed. The Crisis services provide the triage and any assessment.

### What to do if you are hearing or speech impaired?

SignVideo is in situ for those who need to use it. Deaf and those hard of hearing callers contact 111 via the SignVideo or app link. They will connect with an interpreter via video link. If required, the interpreter will contact the respective crisis team directly.

TEWV have provided designated numbers to 111 specifically for this and these calls are prioritised due to the need for British Sign language interpreting.



### Text relay

Call 18001 111 using the Relay UK app or a textphone. This is available 24 hours a day.

Find out how to use the Relay UK app or a textphone on the Relay UK website

### **What if English is not my first language?**

British sign language (BSL)

Use [signvideo.co.uk/nhs111](https://signvideo.co.uk/nhs111)

Other languages

Call 111 and ask for an interpreter.

### **What if I am feeling physically unwell?**

If you require support with physical health symptoms please call 111 and select option 1, and if your situation is a health emergency, please call 999.

### **Will my call be confidential?**

Calls will remain confidential within the services provided by TEWV and or other services commissioned on their behalf. Electronic health records are kept of all calls and calls are audio recorded.

In circumstances where a caller is expressing an immediate intent to commit a serious criminal act, endanger themselves or others, or when a child or adult is at risk, the emergency services and local authorities will be informed as appropriate.

### **How can I obtain a copy of my personal information?**

Contact:

Andrea Shotton, Head of Information Governance and Data Protection Officer, Tees Esk and Wear Valleys NHS Foundation Trust, Tarncroft, Lanchester Road Hospital, Lanchester Road, Durham, DH1 5RD.

Email: [TEAWVNT.AccessRequests@nhs.net](mailto:TEAWVNT.AccessRequests@nhs.net)

Telephone: 0191 333 6330

### **How long will you keep a copy of my telephone call?**

In line with national standards the telephone recording will be kept for 6 years.

### **I am feeling suicidal, what help is there for me?**

If you are in immediate danger, or are worried about someone who is, please call 999 immediately and give your details and location.

### **Durham Tees Valley Listening Service**

This service offers freephone, 24 hours a day, 7 days a week, emotional support and advice to anyone aged 18 and over living in Teesside, Durham and Darlington. Telephone 0800 046 1313 to be connected to this service.

Talking to someone can often be enough to help us cope when we're distressed. Our experienced mental health crisis staff can offer a safe space to talk about whatever is causing you distress – you don't have to give your name. The listening service can also give information and advice about other local services available to support you.

The listening service is staffed by TEWV NHS mental health professionals and is an alternative to traditional crisis care which some people prefer to use.

## The Crisis Line

The 0800-crisis line will continue for a short period after 111 select Mental Health is introduced. The calls will be diverted to the 111 option 2 team.

In time, the crisis line numbers will cease and 111 select mental health option will be the single point of access across the country for those in mental health crisis.

We will inform you when the number is discontinued.

We have separate professional lines and lines for intensive home treatment.

## Legal basis for processing your personal information

We do not need your consent to record the call. We record all telephone calls on this basis:

- Processing is necessary for the performance of a task carried out in the public interest;
- Processing is necessary to protect the vital interests of the data subject or another natural person where the data subject is physically or legally incapable of giving consent;
- Processing is necessary for the purposes of preventive or occupational medicine, for the assessment of the working capacity of the employee, medical diagnosis, the provision of health or social care or treatment or the management of health or social care systems and services.

## How do I make a complaint about the way my personal information has been used?

If you are not satisfied with the way that we have handled your personal information you may make a complaint. In the first instance contact our Complaints Department. The team is available from 9am to 4pm except bank holidays:

Complaints Manager, Tees Esk and Wear Valleys NHs Foundation Trust, Flatts Lane Centre, Normanby, Middlesbrough, TS6 0SZ

Email: [tewv.complaints@nhs.net](mailto:tewv.complaints@nhs.net)

Freephone: 0800 052 0219

Text message: 0773 300 1221

If you are not satisfied with the outcome after raising this with TEWV Trust you may take your complaint to the Information Commissioner's Office (ICO). Contact the ICO through their *Live Chat* available from their [website](http://www.ico.org.uk/make-a-complaint), [www.ico.org.uk/make-a-complaint](http://www.ico.org.uk/make-a-complaint) or telephone: 0303 123 1113.

*Version Control*  
*Privacy Notice Number: PN012*  
*Version 1.0*  
*Date: March 2024*