Drug and Alcohol Treatment Waiting Times System

How We Use Personal Information

This leaflet has been produced to help service workers explain to clients how information about drug and alcohol treatment waiting times in Scotland is collected, used and shared.

Who is information collected from?

Information on drug and alcohol treatment waiting times is collected by Treatment Agencies/Services on clients who are referred for drug or alcohol treatment. This information is consistent with the information collected on a wide range of health and care services, including information on all hospital admissions and waiting times. The information is used to efficiently plan services and improve health.

What sort of information is collected?

The information collected includes:

- Personal details (name, date of birth, gender, disability and ethnicity)
- Referral details (date of referral, source of referral)
- Assessment details (dates offered, date of assessment)
- Treatment details (treatment type, dates offered, date started treatment)

What is the information used for?

The information lets services and Alcohol and Drug Partnerships see how long people have to wait for services that support their recovery. The information helps Treatment Services and Alcohol and Drug Partnerships to better plan their services and shorten the time that people have to wait.
How is the information kept safe?

Personal information is stored securely and confidentially by the Information Services Division (ISD) of NHS National Services Scotland (NSS) in the Drug and Alcohol Treatment Waiting Times System and only a small number of trained ISD staff with authorised access can see it. Personal information is not passed on to any one else, and no reports produced will contain information that could identify individual people.

At ISD, staff use information, with names removed, for monitoring, managing and planning purposes. The ISD ‘Caldicott Guardian’, dedicated to protecting patient confidentiality, checks that ISD handles personal health information properly, and all ISD staff are legally and contractually obliged to respect confidentiality. ISD handling of personal information is included in the NSS notification to the Information Commissioner. A copy of NSS’s notification is available on the Information Commissioner’s website at: http://www.ico.gov.uk

What if a client wants to remain anonymous?

If a client has concerns about confidentiality and does not want their personal data recorded in the system, every effort should be made to reassure the client that the information in the database remains secure and confidential. Only when a client feels strongly that they do not want their personal details entered onto the system should they be recorded anonymously.

The client should however be advised that the information about their referral, assessment and treatment will still be collected and choosing to remain anonymous in the system will not in anyway affect their treatment.

To learn more about how to use the anonymous client option please see Guidance on use of ‘Anonymous Client’ option. http://www.drugmisuse.isdscotland.org/wtpilot/waiting.htm

Further Information

To learn more about the Drug and Alcohol Treatment Waiting Times System please email NSS.ISD-DATWT@nhs.net

To learn more about how personal information is protected at ISD, contact the ISD Caldicott Guardian nss.caldicott@nhs.net or NSS Data Protection Officer nss.dataprotection@nhs.net

To learn more about ISD, visit the website at www.isdscotland.org