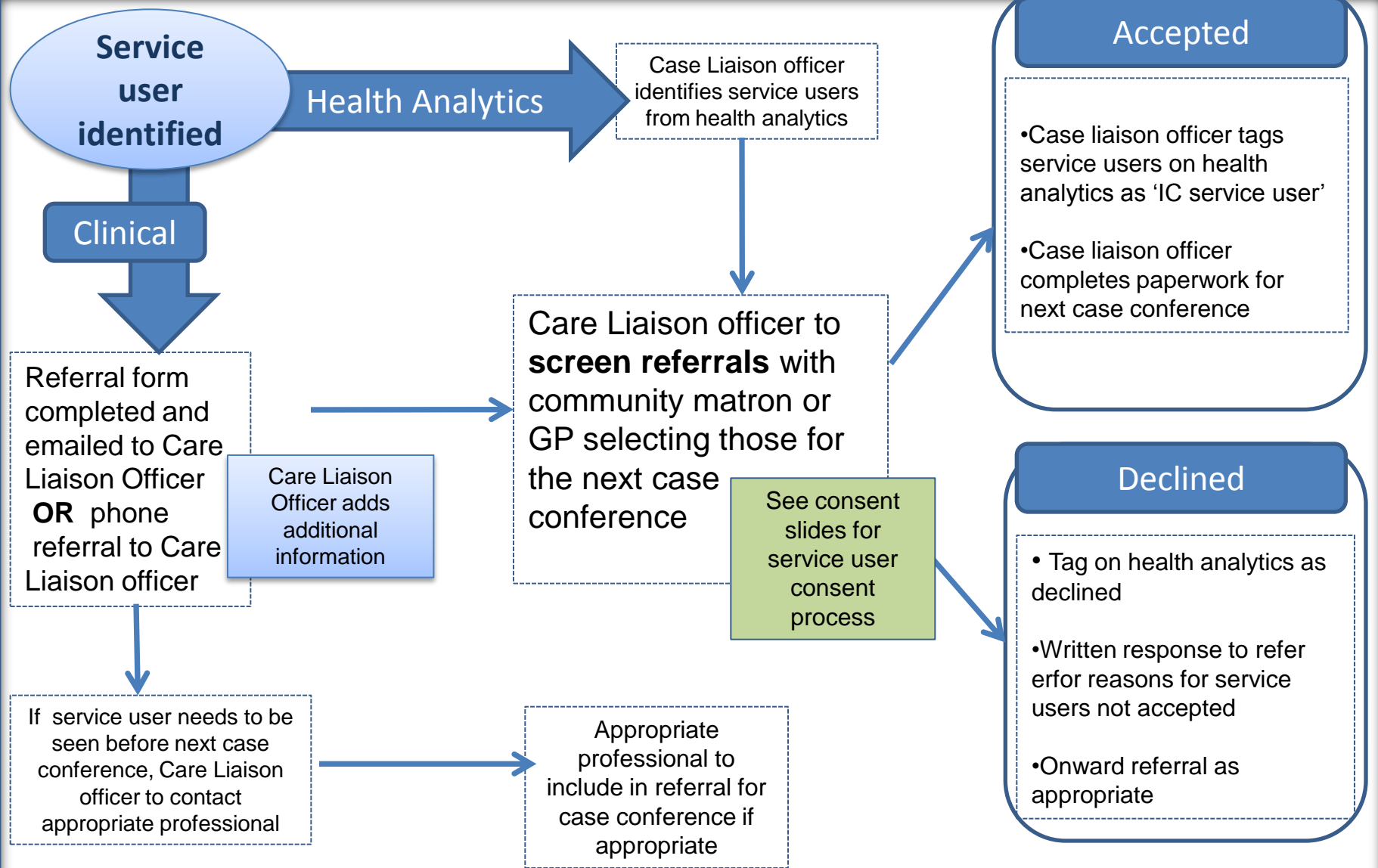


Referrals and Consent

Operational Procedures

Referral Management and Initial Consent



Process for gaining service user consent to sharing personal information



Service User identified

It is preferable that written consent is obtained for sharing service user information prior to the service user being discussed at the ICM multi disciplinary team meeting (refer to written consent slide)

Will any of the ICM team see the service user prior to the ICM multi-disciplinary team meeting taking place?

NO

YES

Verbal consent is sought by the GP or the professional team member who has delegated responsibility from the GP. GP needs to be satisfied that express consent has been obtained and checklist completed See slide 2.

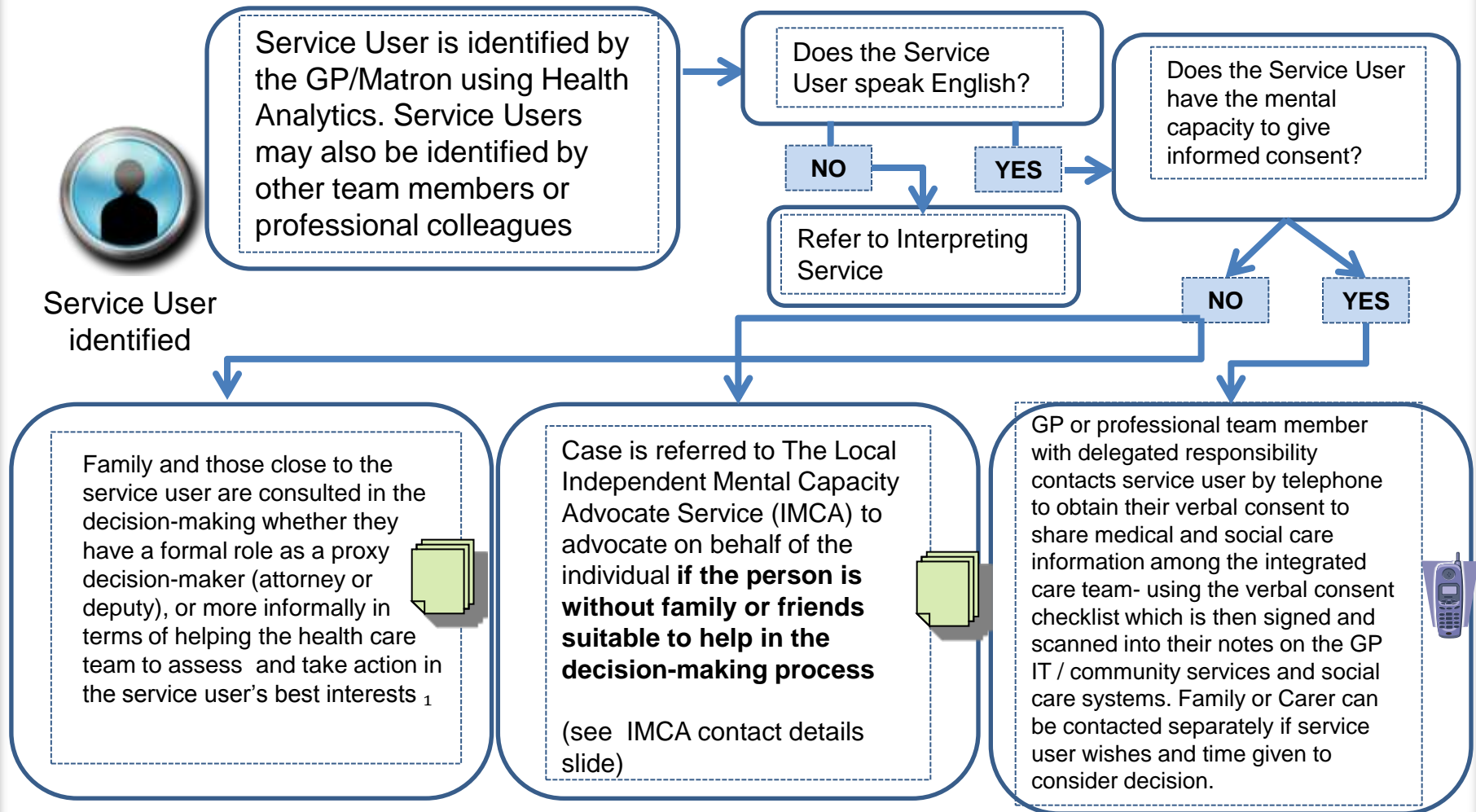
Professional seeing the patient obtains written consent to share patient information prior to the ICM multi-disciplinary team meeting.

This written consent form is given to the Integrated Case Liaison Officer to upload onto the Community and GP patient notes systems and provided to Social Care for their records.

Process for obtaining VERBAL patient consent

GP Responsibility

or professional team member with delegated responsibility from GP



If information needs to be shared with Professionals or agencies other than those listed on the consent form then **explicit permission must be sought**

Integrated Case Management Team Responsibility

Verbal consent has been obtained and recorded as per process

- Service User is referred as a new referral to the Integrated Case Management Service
- Their case is discussed at the Integrated Case Management meeting and if suitable, a draft care plan (to be discussed and agreed with the Service User) is developed
- Lead professional arranges the initial assessment visit

Lead Professional Responsibility

Lead Clinician visits the Service User and:

- Presents the Service User with a Welcome Pack and service user information leaflet
- Describes fully, the Integrated Case Management Service and the team structure
- Describes what personal information may be shared and with whom & gains expressed consent from the Service User to sharing personal information
- Inserts their own details on the consent form and obtains a signature from the service user
- Records this action in the service user notes
- Gives the signed consent to the Integrated Case Liaison Officer to be scanned and retained in the service user records on the community and GP IT system and provided to social care to be put on their system as well.
- Alerts the Integrated Case Liaison Officer if consent is declined

Integrated Case Liaison Officer (ICLO) Responsibility

The Integrated Case Liaison Officer will:

- Record that written consent has been obtained on the electronic referral form and scan the consent form on to the community and GP patient record system along with the verbal consent form. Provides copies of both these documents to the social worker to include in their service user notes.

If written consent is declined the Integrated Case Liaison Officer will:

- Tag the records on Health Analytics "ICM Patient declined"
- Record in the Patient records on the GP IT system
- Feedback to the team at the next meeting. The service user will be contacted after 3 months to confirm the decision to decline. ICLO will feedback to the team and document outcome.



**Service
User gives
verbal
consent**

Local Independent Mental Capacity Advocate Service (IMCA) Contact Details

Barking and Dagenham

HUBB

Independent Mental
Capacity Advocate Service

109 Rose Lane
Marks Gate
Romford
RM6 5NR

T: 020 8590 2666

F: 020 8590 2169

info@hubb.eclipse.co.uk

<http://hubbmentalhealth.co.uk>



Redbridge

Action for Advocacy

Independent Mental Capacity
Advocate Service

The Oasis Centre
75 Westminster Bridge Road
London
SE1 7HS

T: 020 7921 4395

F: 020 7921 4201

info@actionforadvocacy.org.uk

<http://www.actionforadvocacy.org.uk>



Waltham Forest

POhWER Resource Hub (South)

Independent Mental Capacity
Advocate Service

90 Crownfield Road
Leytonstone
London
E15 2AJ

T: 0208 221 2260

F: 0300 456 2365

IMCA@pohwer.net

<http://www.pohwer.net>

