

If faxing please enter client initials in this box on each page

Acacia ID Code:



REFERRAL FORM

Acacia Offices: 0121 301 5990
Fax: 0121 301 5991
Email: Help@acacia.org.uk
Website: www.acacia.org.uk

Acacia Family Support – to improve the lives of mothers and families affected by pre and postnatal depression and anxiety.

Referral criteria - Important: In order to ensure that support is not delayed please ensure that the client is aware of this referral and has consented to it, and that the client is:	Please state Yes/No
• B'ham resident and registered with a B'ham GP practice.	
• Mum or dad with a child under 2 years (or pregnant) and whose primary presenting needs are symptoms associated with ante or postnatal depression and/or anxiety, rather than circumstantial.	
• Suitable for Acacia's low intensity service, mainly offering listening/befriending support, plus workshops. (For referrals needing higher intensity services, please consider Birmingham Healthy Minds (BHM) and/or Forward Thinking Birmingham (FTB).	
If you have answered No to any of the above, you may wish to consider referring to higher intensity services such as Birmingham Healthy Minds on 0121 301 2525, FTB (under 25's) - 0300 300 0099, Solihull Healthy Minds on 02476 671 090 or Sandwell Maternal Esteem Team on 0303 033 9903.	

Under 25s project:

Acacia offers a specialist young parent support project.
Do you consider your client requires this specialist service?
Yes / No

DETAILS OF PERSON BEING REFERRED

Name Miss, Mrs, Ms, Mr (please circle)
Address
..... Postcode
Tel (H) Mobile
Email Address Date of Birth.....

**Consent to contact: do you have any special requirements regarding contact from Acacia?
eg. is it unsafe to leave answerphone messages?**

Gender: *Male Female Other* Disability No Yes – details:

First language Other languages
Next of Kin Relationship
NOK Tel (H) NOK Mobile

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Is next of kin aware of the referral? **Yes/No**

Ethnic background (please tick)

- I do not wish to disclose
- White – British/Scottish/Welsh/Northern Irish/UK
- White – Irish
- Gypsy or Irish Traveller
- Any other white background

Asian/Asian UK

- Indian
- Pakistani
- Bangladeshi
- Chinese
- Other Asian Background

Black/African/Caribbean/Black UK

- African
- Caribbean
- Any other

Mixed/Multiple ethnic groups

- Mixed ethnic background

Other ethnic Groups

- Arab
- Other

Religion or belief (please tick)

- I do not wish to disclose
- No religion
- Christian

- Buddhist
- Jewish
- Muslim

- Hindu
- Sikh
- Other

How would you describe your sexual orientation?

- I do not wish to disclose
- Heterosexual
- Bisexual
- Homosexual

CHILD/CHILDREN DETAILS

Number of births How many weeks pregnant are you? (if applicable)

Expected Delivery Date (if applicable).....

M/F Age Date of birth

M/F Age Date of birth

M/F Age Date of birth

M/F Age Date of birth

Will your child/children be attending the crèche? Yes/No

REFEREE DETAILS

Name

Job title (or please state if self referral)

Address

.....

Tel Mobile Fax

Email Address

Days of work

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GP DETAILS

GP Name GP Practice
GP postcode GP phone GP fax

Any other agencies/professionals involved: (eg. social services, Midwife, Birmingham Healthy Minds, Community Mental Health Team, Family Support Worker, Health visitor, befriending services, psychiatrist, Home Treatment Team etc).

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Reason for referral/further details/relevant circumstances

(please use separate sheet if necessary)

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We recognise that maintaining the confidentiality of certain information is necessary and are committed to practices and procedures that reflect this. We believe that information our service users give to our staff or volunteers in confidence should only be used for the purpose intended by the service user. Our staff and volunteers will not normally divulge information that could compromise a person’s safety or right to privacy however there may be times when a member of staff or volunteer consider it necessary to disclose information to others within the organisation or an outside agency for the sole purpose of the safety and wellbeing and the service user and/or their family members.

Please note that information contained in this form will be stored and processed as part of our legitimate interests. Full details are contained in our privacy notice. Please ensure that the referee is aware of this.
Thank you very much for your referral.

Acacia Family Support

**Please return this form marked confidential to Acacia Family Support,
5a Coleshill Street, Sutton Coldfield, B72 1SD. Fax: 0121 301 5991**

Acacia use only:

Date:

Please **do not email** the completed referral form to us as this transmits over an insecure network. Please either **fax** or **post**. Email referrals will be deleted immediately upon receipt, in order to comply with the Data Protection Act.

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FQ013
Approved
Nov 19
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Pre and post natal depression support services

Please contact:
0121 301 5990
to arrange Help and Support

Client Privacy Notice

Your Data Protection Rights

Welcome to Acacia Family Support. We know that the relationship we have with you is built on trust and we want you to feel confident that we are taking the very best care of you and the information we hold about you.

Under data protection law, we need to ensure that you are aware of why we hold information about you, what we use it for, where it might be stored, how long we keep it and what you need to do if you have any concerns about this.

Please take a moment to read this notice and please ask if there is anything you don't understand.

The information we collect

We collect personal information about you in a number of different situations, for example when you enquire about our activities, register with us to access our services, make a donation, register for an event, engage with us over social media, or request other products and services such as emails and newsletters.

If you enter into our service, we will also collect personal information from other agencies involved in your care.

The personal information we might need to collect, depending upon your involvement which includes:

- Name, address date of birth, contact details.
- Records of our work with you including referral information, general health information and assessments.
- Your family circumstances.
- Financial information (for donors and supporters) including Gift Aid.
- Marketing preferences.

Rights to refuse

If you do not feel like you can provide us with some or all of this information, it is most unlikely that we will be able to offer you a service.

How we use your information

It is in our legitimate interests to collect and store your personal data as it provides us with the information that we need to provide our services to you effectively and safely and to meet any legal obligation on us to hold your information.

Continued over the page

Sharing your information

As we work with you it can sometimes become necessary to share information about you with other agencies that you are already involved with, or with your GP and other medical practitioners. Where possible, we do this with your involvement, however if we felt it was absolutely necessary to do this without your knowledge initially, because you were at immediate risk to yourself or others, we would ensure that we do so lawfully.

Marketing

We will never contact you for marketing purposes without your specific consent to do so.

Transferring information to other countries

As a small organisation, we use a cloud-based version of Microsoft Office 365. As a result, our data is stored in the Microsoft Cloud which is based in the EU. In the unlikely event that we transfer your personal information to countries that are outside of the European Union we would ensure that the transfer is carried out in a compliant manner and appropriate safeguards are in place. A copy of our security measures for information transfer can be obtained from our Operations Director. Our iizuka client management system which contains your health data is also cloud based. This system is based in the EU and does not send data outside of the EU.

Retention of personal information

We will retain and process your personal information for as long as necessary to meet the purposes outlined in his notice and to comply with the Records Management Code of Practice for Health and Social Care 2016. In most instances this will be a maximum of 8 years.

Data Protection Rights

Data protection laws provide you with a number of rights under the data protection laws, namely:

- To access your data (by way of a subject access request);
- To have your data rectified if it is inaccurate or incomplete;
- In certain circumstances, to have your data deleted or removed;
- In certain circumstances, to restrict the processing of your data;
- A right of data portability;
- To object to direct marketing;
- Not to be subject to automated decision making (including profiling), where it produces a legal effect or a similarly significant effect on you;
- To claim compensation;
- To withdraw your consent to our processing of your information at any time.

You can ask for further information about our use of your personal information or complain about its use, by contacting Rob Ewers, our Data Protection Manager, 5a Coleshill Street, Sutton Coldfield, or by email at rob@acacia.org.uk.

If you have any concerns, or are not satisfied with our handling of any request by you in relation to your rights, you also have the right to make a complaint to the Information Commissioner's Office. Their address is: First Contact Team, Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, SK9 5AF.

