

What is NDTMS and what does it mean for you?

The government's National Drug Treatment Monitoring System (NDTMS) collects information about drug and alcohol treatment in England.

Sharing your information

Every alcohol and drug service in England is asked to share the same information with NDTMS about the people that they support.

We won't share your information with NDTMS unless you tell us that it's ok. Whatever you decide, it will not affect the treatment you receive or how well you are looked after.

If you do consent, we'll share some of the information we collect from you. We won't share your full name or address with NDTMS.

What information do they collect and why?

A person's initials	Having these details means that people aren't counted more than once.
Date of birth - Sex - Area they live in - Nationality, ethnicity and disability	To see if people are being treated fairly.
The treatment you are receiving	To help them see what type of treatment is or isn't working.
Your family situation	To understand the needs of families too.

Want to find out more?

If you want to find out more about the information NDTMS collects and how they use it, please read the NDTMS consent and privacy notice.

These documents are available on our website. You can also ask your keyworker to print out a copy for you.

If you have any questions or feedback about the information in this leaflet, please talk to your keyworker.

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Your consent and keeping things confidential



Key messages

Your personal information will be:

1. Kept secure – both online and physical records
2. Shared with other organisations involved in your care – with your consent
3. Shared with others on a need-to-know basis – for example if we're worried about your safety
4. Available to you whenever you like, you can ask us for a copy of your records at any time.

You can change your mind at any time about your personal information being shared with the people you've listed in your agreement. Just let your keyworker know so we can update your details.

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How Via uses your personal information

- What we collect and why

The information we collect about you and your circumstances helps us to create a personal recovery support package for you and your needs. It also helps us to keep developing and improving our services.

- Want to know more about what we collect?

Read our Privacy Notice on our website (www.viaorg.uk) or ask for it to be printed for you.

- We need your consent to share your information

We'll ask you who you're happy for us to share information with, such as your GP, your pharmacy, and your family and friends.

- What happens if you change your mind?

No problem. Your keyworker will check with you every 12 weeks to make sure you're still happy with your consent to share information list. You can also tell your keyworker at any time if you want to change or update it.

- Sharing your information without your consent

We know that confidentiality is really important to the people who use our services, and we try to keep everything discussed between us confidential.

However, if we're really worried about your safety or those around you, we may give someone else information to protect you or them. This doesn't happen very often, and we'll always aim to let you know first.

- Want to know more about why we might share your information?

Ask your keyworker or a manager at your service.

Opting-in to research projects

Via learns from and contributes to research to help improve and develop services and guidance.

We may ask you if you would be interested in taking part, or if you would like to find out more about it before deciding.

We take your privacy seriously and we'll only contact you about research projects that we believe may help to support the health and wellbeing of the people that use our services.

Your Capital Card

Every person who starts attending Via for support can receive their own Capital Card.



Much like a loyalty card, you can earn points on your Capital Card by attending appointments, going to groups, and getting wellbeing support at your service. You can then spend your points on items like food, toiletries and books at your service's pop-up shop, or in local gyms, cinemas, shops or restaurants.

The information that we collect when you register or use your Capital Card includes your initials and your Capital Card ID and doesn't include any other details which can identify who you are.
