

# SAUK Helpline Standards & Confidentiality

## Sauk Helpline Standards

SAUK runs a Helpline for all people affected by scoliosis. The Helpline team who answer calls receive training to be able to impart information about scoliosis. However, it is important for patients and families to recognise that Helpline staff are not medically qualified and cannot offer advice about treatment. We can, however, give you further information, practical tips, and emotional support.

The Helpline team recognises how distressing scoliosis can be – not only in the early stages but throughout. We are here to listen and help every step of the way. Please be aware that our highly trained staff cannot offer medical advice, but we can talk you through your difficulties given our experience and training.

## How to access support

- ✓ You can call 02089641166. The lines are open Monday to Friday 9.00 – 5.00 pm.
- ✓ You can email [info@sauk.org.uk](mailto:info@sauk.org.uk) for a private reply. Please allow up to 3 working days to hear back from us.
- ✓ If you are a member, and are happy with a public response, you can ask a question on our forum. Non-members can access public support through our social media pages.

There are a number of ways that we can support you, by:

- ✓ Offering an impartial information service
- ✓ Signposting you to your nearest hospital/specialist centre
- ✓ Getting you in contact with your Regional Representative
- ✓ Sending you information sheets about scoliosis
- ✓ Helping you to understand information
- ✓ Offering support and a listening ear

We talk to hundreds of people who have been diagnosed with scoliosis. We understand the distress you feel and we are happy to go over information with you if needed. Our experience can help to give you a sense of what to expect at different stages of the journey.

There are, however, guidelines that all SAUK staff and Regional Representatives must adhere to:

- ✗ We do not offer personal opinions about consultants, hospitals, or treatments.
- ✗ We do not recommend specialists or specialist centres
- ✗ Staff are not medically trained and cannot offer any advice on medical matters

# SAUK Helpline Standards & Confidentiality

## Confidentiality

SAUK considers your confidentiality very important and we will work hard to ensure that we keep any information you share with us safe and in confidence. There are exceptions where this may not be possible and they are outlined below, under the outside the scope section. All data is held according to the Data Protection Act 1998.

- ✓ Information is given to the organisation and not to the individual. Information is not confidential to the person who receives it but to the organisation and, as required, can be disclosed within SAUK if necessary.
- ✓ We will not ask you for personal details unless necessary e.g. posting information packs
- ✓ We will not share your information with third party members or external organisations
- ✓ Correspondence by email is kept securely and only forwarded within SAUK if necessary.

## Outside the scope

There are times when helpline staff may break confidentiality. On these occasions the emergency services will be called. If:

- ✓ A caller threatens Helpline staff or is abusive towards them
- ✓ A caller indicates they are at a serious or immediate risk of harming themselves or others
- ✓ A caller threatens the safety of or threatens to abuse a child or adult
- ✓ If we receive a court order asking us to disclose information
- ✓ A call which indicates possible terrorist action



## External Support Agencies

Samaritans helpline:	116123	Website: <a href="http://www.samaritans.org/">http://www.samaritans.org/</a>
Mind helpline:	0300123393	Website: <a href="http://www.mind.org.uk/">http://www.mind.org.uk/</a>
NHS helpline:	111	Website: <a href="http://www.nhs.uk/">http://www.nhs.uk/</a>



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London W10 6RA

E: [info@sauk.org.uk](mailto:info@sauk.org.uk)  
W: [www.sauk.org.uk](http://www.sauk.org.uk)

 [ScoliosisAssociationUK](https://www.facebook.com/ScoliosisAssociationUK)  
 [@ScoliosisUK](https://twitter.com/ScoliosisUK)

Helpline: 020 8964 1166

Registered Charity No. 285290