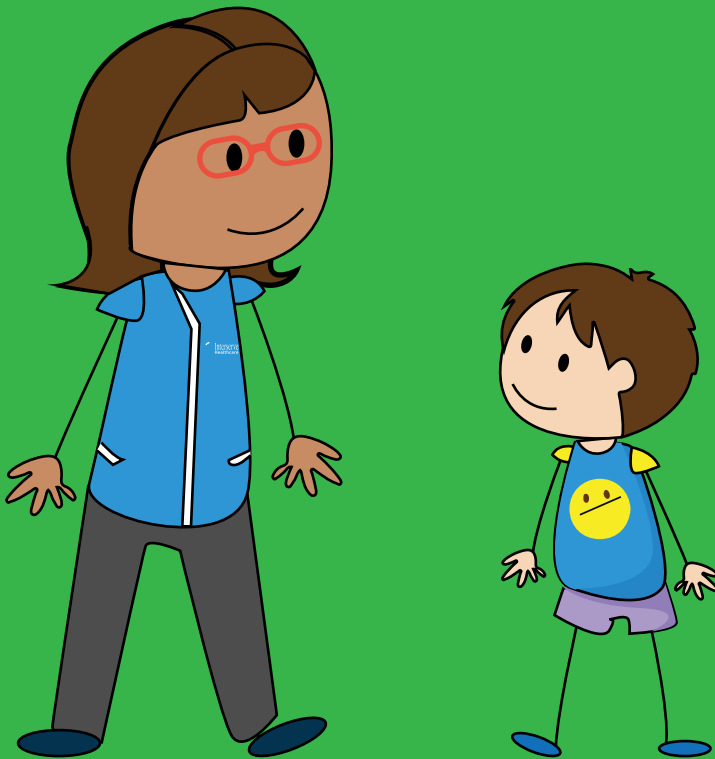
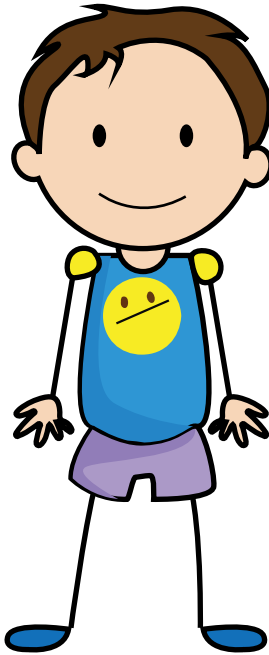




George Meets Anita



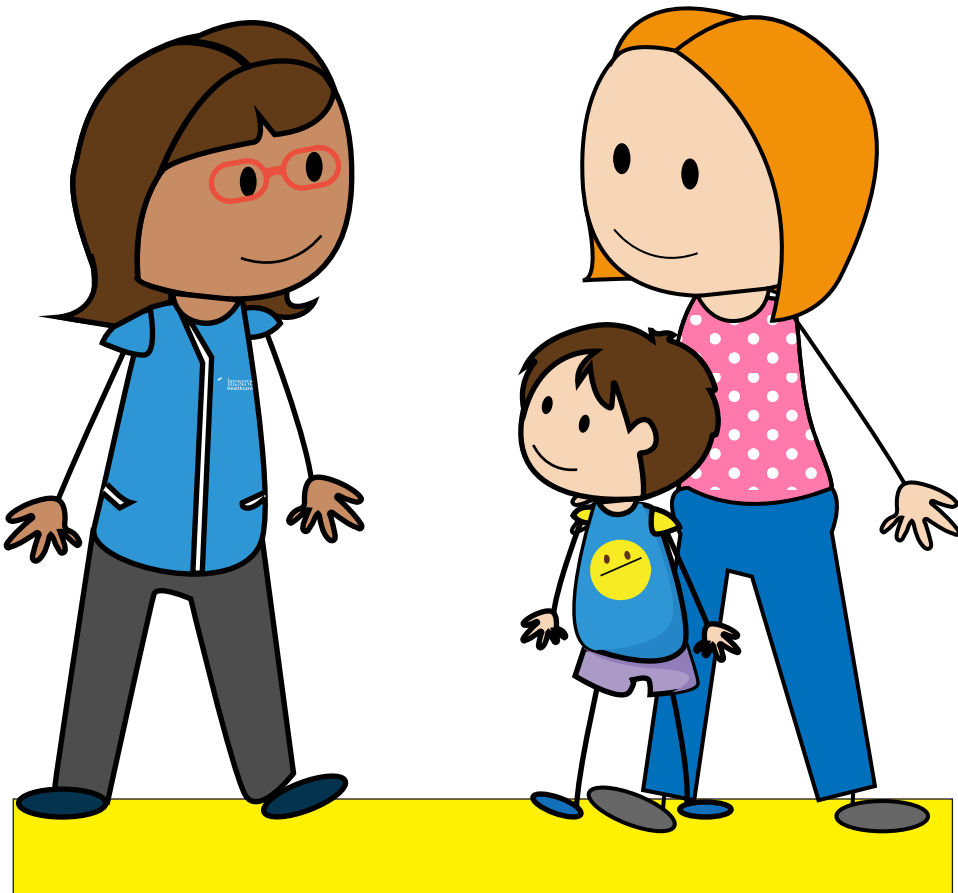
Meet George.



George is very excited because Anita from Interserve Healthcare is coming to see him today.

Soon George will have a carer to help look after him in the daytime.

Before this happens, Anita wants to have a chat with George and his family so she can learn all about them.



When Anita arrives, she sits down at the kitchen table with George and his mummy. After a little while Anita starts to ask George and his mummy some questions.

Some of the questions are easy, like:

"How old are you?"

"What do you like to eat?"

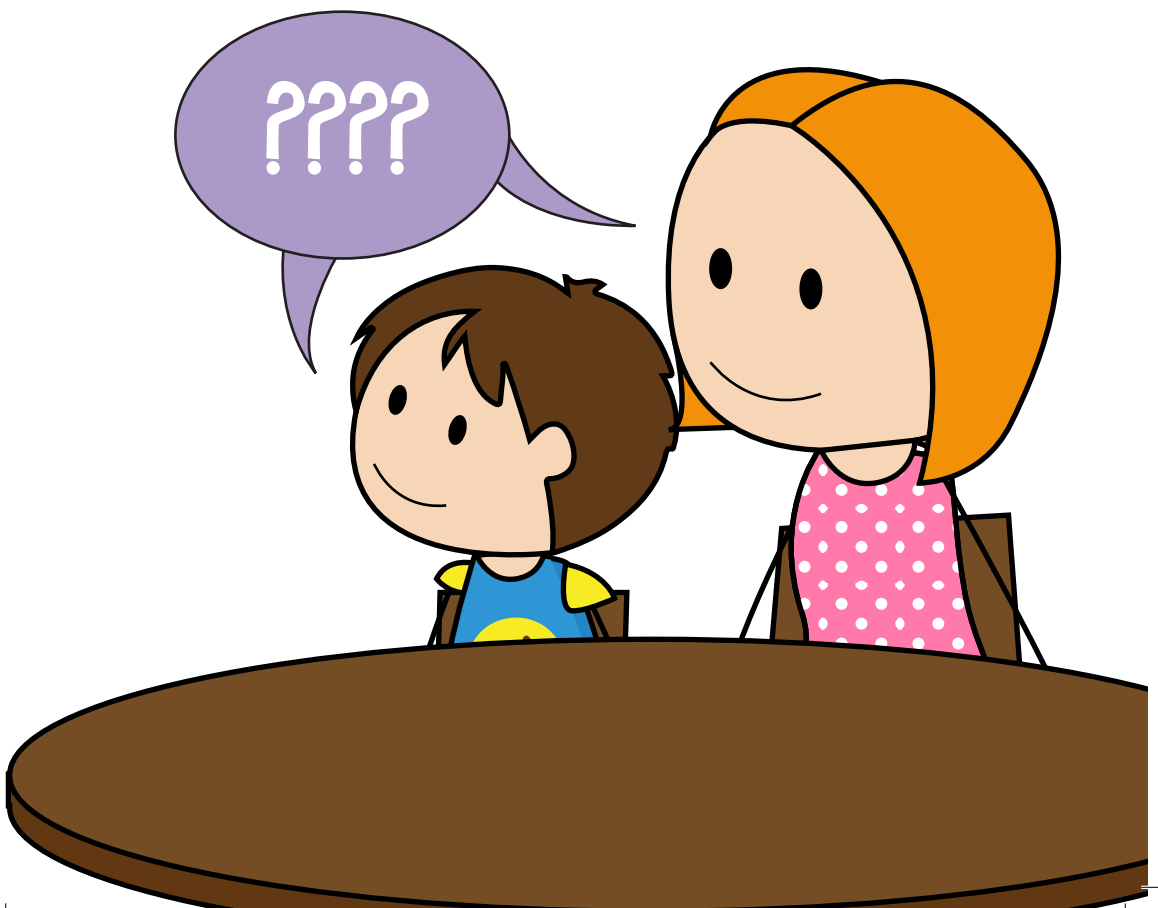
"What games do you like to play?"

Others are more difficult and George doesn't really know the answers, but it is ok because his mummy does.



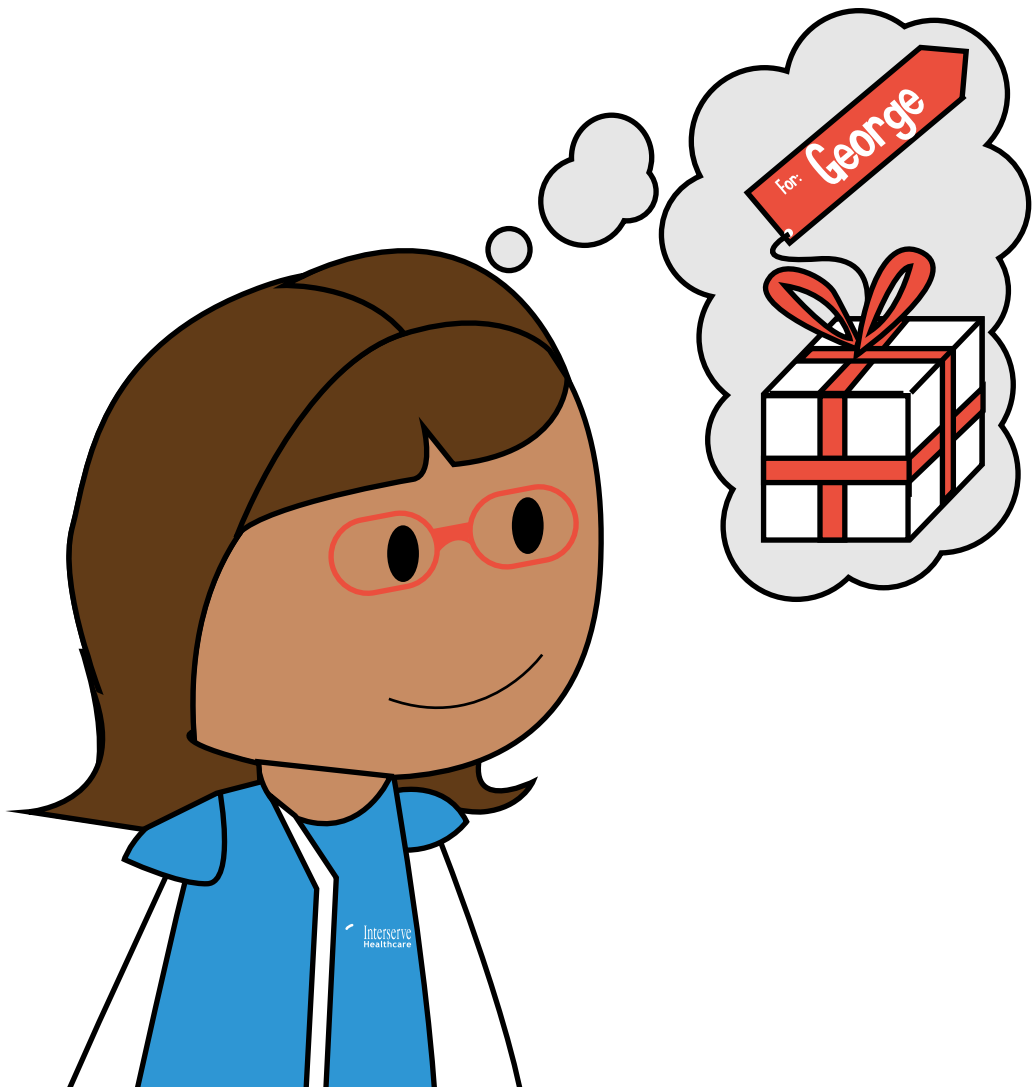
George likes Anita but thinks it is a bit strange that she is asking so many questions, so he asks Mummy "Why do we have to answer all these questions?".

Mummy does not know the answer so together they decide to ask Anita some of their own questions.



"Why do you need to know my answers?"

Anita listens and tells them they need to know about George so that she can make sure that he gets the best care, made especially for him.

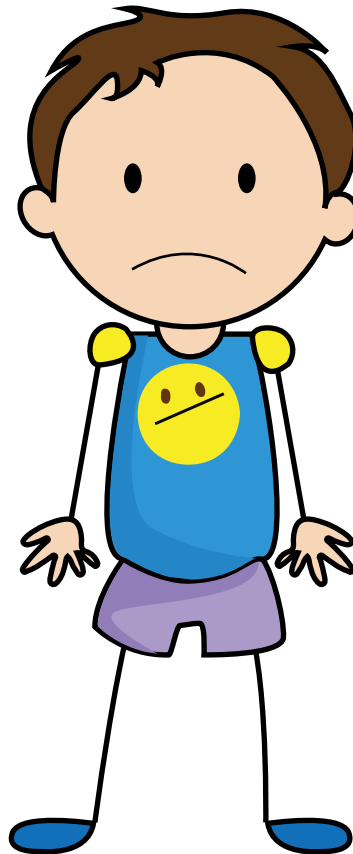


"Where do my answers go?" George asks.

Anita says George's answers will be kept in a safe place and only a few people will be able to see them.



George started to feel sad and asked "What if someone wants to steal my answers?".
George liked his answers and didn't want to change them.



Mummy and Anita don't want George to be upset, so Anita tells him the story of the Caldicott Guardian.

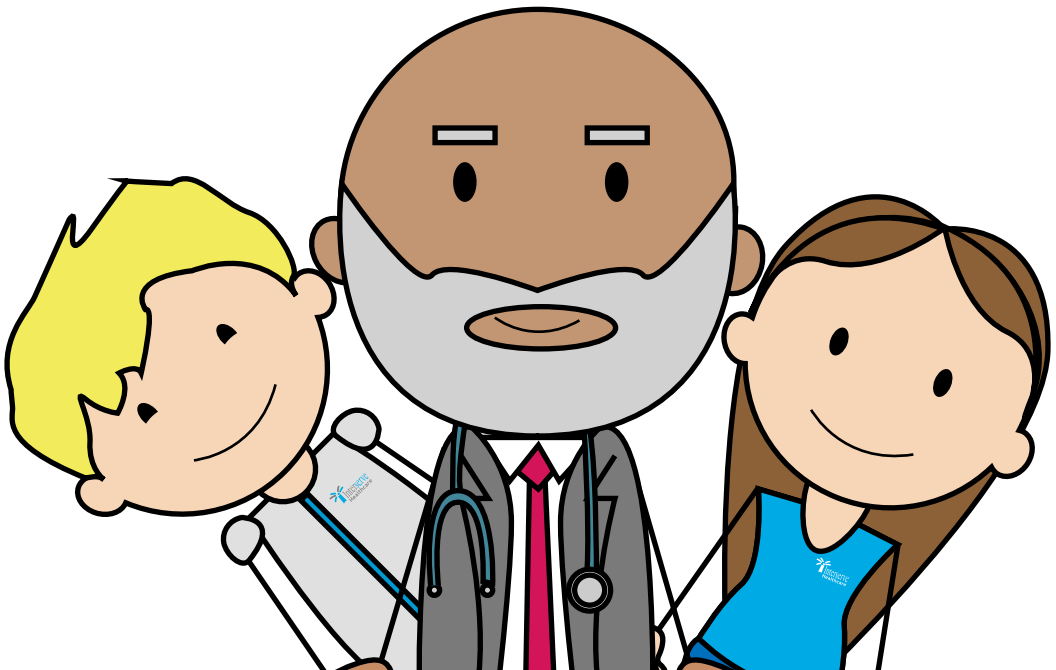


The Caldicott Guardian works at Interserve Healthcare with Anita. His job is very special and important, he makes sure that people's information and answers are kept safe and that only the right people can see it.

Anita explains that sometimes Interserve Healthcare will share some information with other people like doctors.

But this will only happen to help them look after George and help them keep him safe.

Interserve Healthcare and George's mummy will work together to make sure all of George's important information is given to the right people.



George likes that there is a special person to look after his information. "Can I see my information?"

George asks.

"Yes you can." says Anita.

George's mummy can phone or email the Registered Manager at Interserve Healthcare and ask to see all the information they have about George.



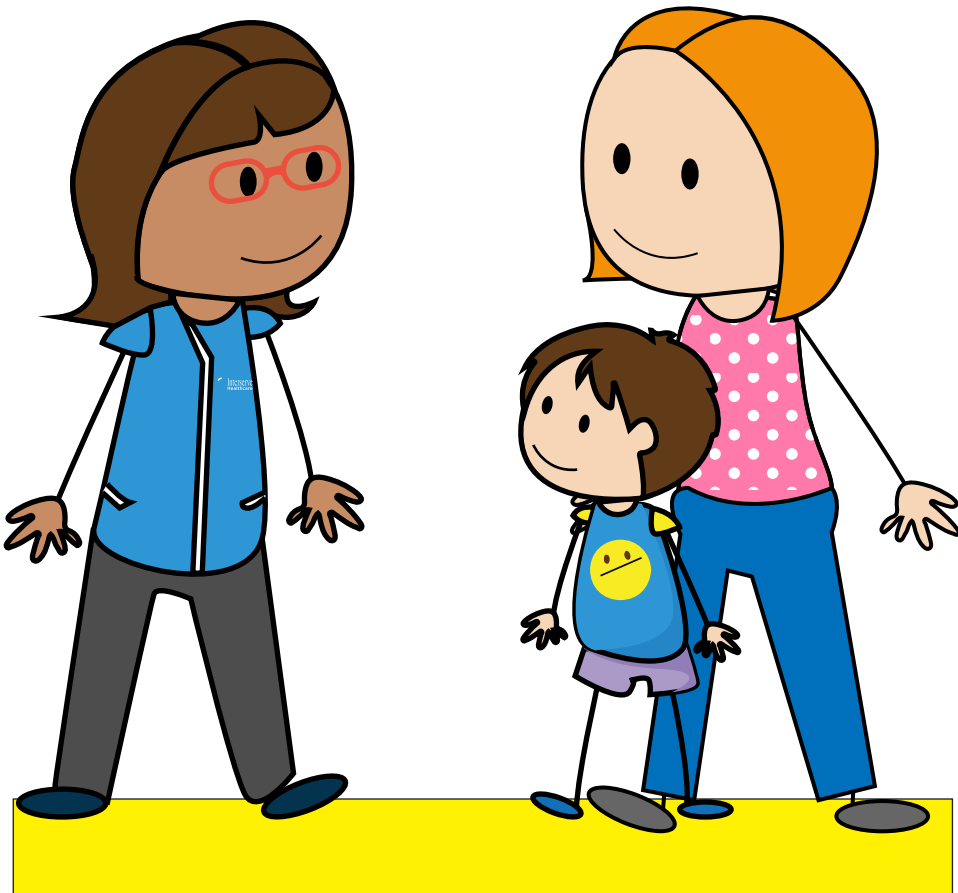
"What if I change my answers?" George asks.

Anita explains to George that his mummy can ask Interserve Healthcare to change information that they believe is not correct.

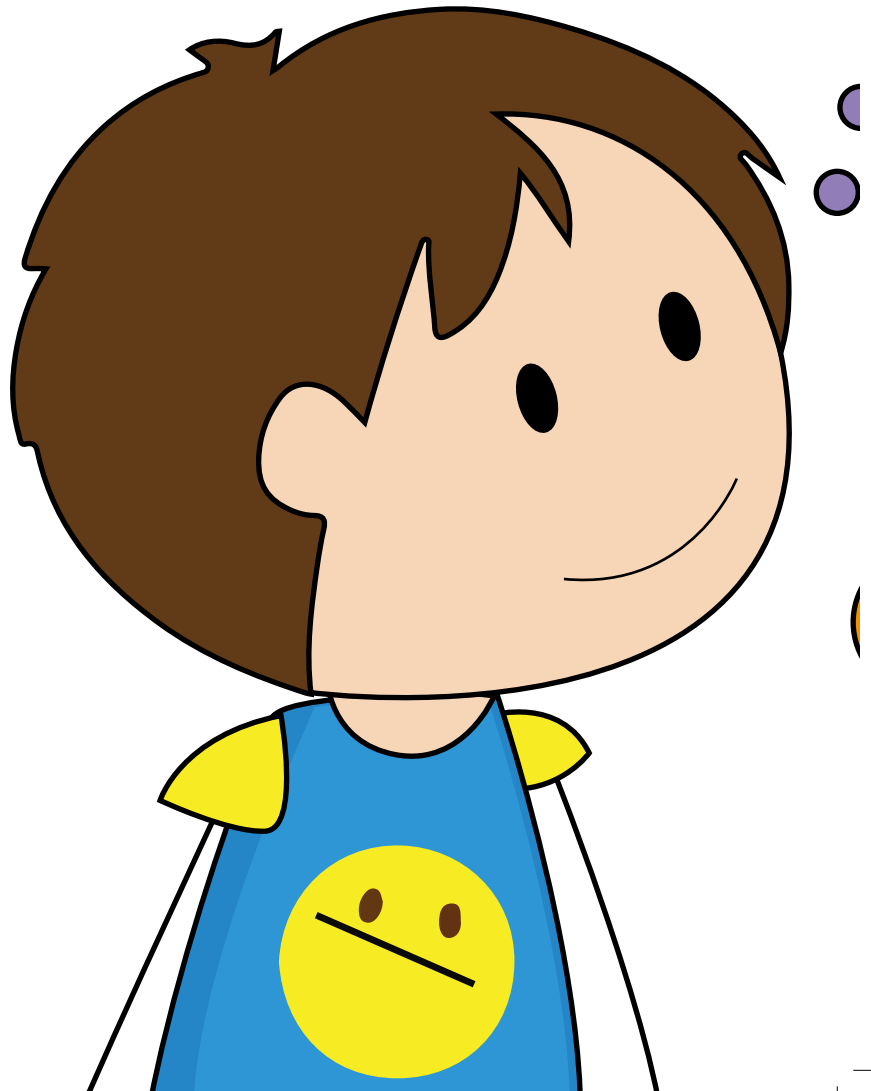


Now George is happy. Anita is ready to go and she explains that if George or his mummy have any questions for her later on, they can call the local branch, send them a letter or email them.

Anita thanks them for their time and gets in her car to go home.



George is happy that Anita visited him today. He knows all about how special and valuable his information is, how it is kept safe and how Anita, Interserve Healthcare and the Caldicott Guardian will help.





If you would like to contact your local Interserve Healthcare branch for any reason, please use the following:

Your Registered Manager is:

Email:

Phone:

You can write to:

