

DBI Central guidance version of DBI Information Leaflet for verbal communication (by level 1 providers)

The script below is a proposed script that can be used by DBI level 1 providers including the national teams, when the DBI level 1 intervention and referral process takes place with the person in distress via telephone. NHS 24, DBI level 2 providers and the Public Health Scotland data protection team have contributed to this proposed script.

Proposed script for verbal communication of DBI Information Leaflet

DBI provides support to people who are experiencing distress and are overwhelmed emotionally.

DBI will contact you within 24 hours of your referral and support you for up to 14 days.

They will work with you to address some of the difficulties you may be experiencing.

You will work together to identify ways of preventing and managing future distress.

Two phone call attempts will be made in the first 24 hours and then further calls in the following days. If the DBI service doesn't manage to speak to you after five contact attempts a letter will be sent asking you to make contact within seven days.

If the service doesn't manage to make contact, the DBI service will notify your GP. Where the DBI service successfully makes contact with you, they will inform your GP and other relevant services involved in your care that you have been referred and will let them know what your plans are for managing your distress.

To speak to someone urgently you can also call NHS 24 on 111, Samaritans on 116 123, or Breathing Space on 0800 83 85 87.

Your data protection rights are detailed in the Public Health Scotland privacy notice: <https://www.publichealthscotland.scot/our-privacy-notice/> and information on how your service user data is used can be found on the DBI website <https://www.dbi.scot/service-user-data-protection-information/>