Electronic consent FAQs

**How does the e-consent process work?**

Data is entered into the digital consent application by a doctor or qualified healthcare professional. They modify the information in the form to meet your individual needs and this is shared with you via email or text message to review later.

After reviewing the information provided, you can document your consent to the proposed treatment or ask your healthcare professional for further information.

**Can I complete my consent at home?**

Provided your consent has been shared with you by the clinician in charge of your care, you can sign your consent via your smartphone or computer at home if you have access to the internet. You just need to use your finger or a compatible electronic pencil to draw your signature.

**Is e-consent available in another language?**

Yes, Concentric is available to view in multiple languages, which can be changed through a simple process on your web browser.

**Will I still have access to an interpreter when signing the digital form?**

Yes, you can still have access to an interpreter when signing the digital form.

The [GMC’s Good Medical Practice](https://www.gmc-uk.org/professional-standards/professional-standards-for-doctors/good-medical-practice) guidance expects clinicians to ‘make sure that arrangements are made, where possible, to meet the patients’ language and communication needs’. Family members should not be used for the purpose of interpreting for consent discussions.

Where the use of a qualified interpreter is needed or has been used for your consultation, this is documented in Concentric.

**Do I have to use digital consent if I don't want to, or can’t?**

Paper forms will still be available for a short time, and you can discuss this with the clinician in charge of your care at the time.

**Can someone consent on my behalf?**

Yes, our process remains the same. If you are a parent, guardian, person with legal responsibility for another, you will still be able to sign on behalf of the person receiving treatment. For more information you can discuss this with your clinician.

**Where is my data stored, how is it protected?**

The Google Cloud Platform (GCP) is used for all hosting and data processing within a data centre in the UK. It is compliant with all healthcare information governance requirements. Once the consent episode is completed, a pdf version of the consent form is automatically transferred into the Trust’s Electronic Patient Record (EPR) systems.

All data is protected in line with industry best practice.

**Why am I being contacted by Concentric?**

You may be contacted electronically after you sign your consent to complete a short survey.

By completing this survey, you are helping us improve our services. However completing the survey is optional. While you can’t opt out of receiving the survey, you can opt out from completing it.

**How do I know the message I've received is not a scam?**

There are six key things to look out for to make sure the message you received is not a scam:

1. Your text message will be addressed from “Concentric”.
2. It will read ‘Dear [Name]’ and will provide a secure, randomly generated link which you can only open with the date of birth which you have confirmed with Barts Health
3. Your email message will be addressed from “Barts Health Trust (via Concentric) [notifications@concentric.health](mailto:notifications@concentric.health)”
4. It will be titled “Important information about your upcoming treatment”.
5. It will include the Barts Health NHS logo and will read ‘Dear [Name]’
6. The ‘View my information link’ will only be accessible by using the date of birth you have confirmed with Barts Health.

**Does it cost me to receive the text and open the link?**

No, this service is free.

**Can my form be shared with someone else (potentially a paediatric patient and their guardian)?**

Yes. Concentric has consent functionality which requires the parent/guardian’s consent, as well as the ability for the child to sign in parallel. For young people aged 14-17 there is an option to complete a consent form 1 or 2 depending on their ability to consent.