

# Information Governance



**Health  
Informatics**

*Using Information and IT to Support  
Better, Safer Care for Patients*





## Data Protection Act 1998



## General Data Protection Regulation

Personal data should be:

- (a) processed lawfully, fairly and in a transparent manner,
- (b) collected for specified, explicit and legitimate purposes,
- (c) adequate, relevant and limited to what is necessary,
- (d) accurate and where necessary kept up to date,
- (e) kept in a form which permits identification of data subjects for no longer than is necessary for the purposes for which those data are processed, and
- (f) processed in a manner that ensures appropriate security of the personal data.

Accountability is central to GDPR. Data controllers are responsible for compliance with the principles and must be able to demonstrate this to data subjects and the regulator.

**ico.**  
Information Commissioner's Office

# Access to Systems

- Always lock your PC when away
- from your desk.
- Smartcards, computer log-ins and
- email domains are your virtual
- identity. – Misuse is fraud.
- Use a strong passphrase and NEVER share
- Don't position your screen where it can
- be viewed by unauthorised persons.



# Transportation of Information

- Never leave files where an unauthorised person may be able to gain access to them
- Transport confidential information (Personal / Trust sensitive) carefully and securely – follow procedure
- YOUR responsibility for ensuring the information reaches its intended destination securely
- Take extra care with handover sheets/diaries/work schedules.
- Do not use your own device for transportation.



# Cyber Security



- Cyber crime is a growing issue.
- Medical information is extremely sensitive and valuable.
- Attack via spam or phishing emails is very common.
- Never install unauthorised software.
- Never use or attach personally-owned equipment to the network.



## Fax Machines...



# Consequences

Any breach of any Data Protection Principle can result in a monetary fine for either the organisation and/or the individual responsible.

This can also result in reputational damage for the Trust.



# Using Social Media...



- It's great – but use it wisely.
- Lots of guidance – RCGP recommended.
- Ensure that confidentiality is maintained **at all times**.
- Maintain professional boundaries.
- Do not post inappropriate messages/ photographs onto social networking sites.



# Record Keeping & Management

- Effective clinical records support the provision of safe, high quality patient care. Clinical records must be clear, accurate, legible and wherever possible, contemporaneous.
- The Trust **Health Record - Life Cycle Management Policy** covers everything we do with the health record throughout its lifecycle.
- Improperly filed records are not only a breach of the Data Protection Act but also pose a clinical risk.
- Casenotes must be traced **every** time they change location.
- Additional training is available. Contact Medical Records Manager on Ext 55667



# Freedom of Information (FOI)

- Freedom of Information - Access/view public authority information upon request.
- Requests must be **in writing**.
- The requester may not and need not quote the FOI Act.
- The organisation must respond within **20 working days**.
- Exemptions may apply for non- disclosure and the FOI Lead will determine this.
- All staff should refer requests to: FOI Manager: [bfwh.pso@nhs.net](mailto:bfwh.pso@nhs.net)



# Subject Access Requests (SARs)

- The Data Protection Act gives the public the right to access/view the information we hold about them upon request.
- Requests must be **in writing** – these are called **Subject Access Requests**.
- An individual can only request to see records pertaining to themselves.
- The organisation must respond within **30 days**.
- All staff should know where to access/refer requests to: Data Access Team:



[bfwh.data.access@nhs.net](mailto:bfwh.data.access@nhs.net)

# Mandatory role based e-learning

- Our Data protection Officer is **Trish Butcher**
- Our Head of Information Governance is **Hayley Atkinson**

Information Governance Helpdesk:  
**53057**