Welcome to an Introduction to Information Governance (IG)

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**What is IG?**

IG is to do with how NHS/Social Care organisations and individuals handle information.

IG is a series of best practice guidelines and principles of the Law to be followed by NHS/Social Care organisations and individuals.

IG is the core foundation for high quality healthcare using good quality information.
Core elements of IG

- Data Protection Act 1998
- Freedom of Information Act 2000
- The NHS Confidentiality Code of Practice
- The Records Management NHS Code of Practice
- Information Quality Assurance
Mandatory Training

• Information Governance training is Mandatory for ALL staff who access LCFT systems e.g. use a PC, Laptop or other mobile device or handle Personal Identifiable Data (PID)

• ALL staff have to complete either ‘Introduction to Information Governance’ module’ or Information Governance: The Refresher’ module

• Staff must also complete ‘Password Management’ module this year
Information means:

**Personal**

E.g. Name, Date of Birth, Home address

**Sensitive**

E.g. ethnicity, disease, medical condition, sexual life

**Corporate**

E.g. Contracts for suppliers, minutes of meetings, finance details
Handling information means

Holding it securely and confidentially

Obtaining it fairly and efficiently

Recording it accurately and reliably

Using it effectively and ethically

Sharing it appropriately and lawfully
IG Toolkit

- Organisation Self Assessment against national set of standards. Annual submission.
- Adopted by NHS, Social Care, GP and Commercial Third Parties.
- Online Tool
- Process may be subject to internal and external audit
- Past reports available online
- For further information on the IG Toolkit go to:

  www.igt.connectingforhealth.nhs.uk
'A famous celebrity is taken ill while performing at a local theatre. Appendicitis is diagnosed and the celebrity requires emergency surgery. The anaesthetic practitioner recognises the celebrity and following the surgery rings a friend to tell them about this surgery and other information of this celebrity’s past healthcare history. The following day the newspaper publishes details of the surgery and other health issues the celebrity has.'
Provide a Confidential Service

- **Protect** individual’s information by recording relevant data, accurately, consistently, keeping it secure and confidential.

- **Inform** a patient how their information is used and when it may be disclosed.

- **Provide choice** to patients to decide whether their information can be disclosed.

Always look to **Improve** the way you/the organisation protects, informs and provides choice to the patient/clients/employees.

Personal information shared in confidence should not be used or disclosed further without the **consent** of the individual.

(Common Law Duty of Confidence)
What you need to know about FOI

✓ Gives the public the right to access/view all non-personal public authority information upon request

✓ Requests must be in writing. The requester may not and need not quote the FOI Act

✓ Currently FOI requests are handled by the Communications Department. All requests must be forwarded to the Communications Department foirequests@lancashirecare.nhs.uk

✓ The organisation must respond within 20 working days

✓ Exemptions may apply for non disclosure – FOI Lead will determine this.
Follow the Records Management NHS Code of Practice

Best Practice guidance states:

All Staff have a legal and professional obligation to be responsible for any records which they create or use in the performance of their duties.

Any record created by an individual, up to the end of its retention period, is a public record and subject to Information requests (FOI and Subject Access).
What is a Subject Access Request?

• It is a request from an individual asking to view their personal record (both medical and/or employee)

• The Access to Health Records Policy explains the background and includes the procedure and forms to be used

• There are SAR handlers around the Trust who co-ordinate simple requests local to their area

• More complex requests are handled by the Health Records Advisor and his staff
Record Quality Information

Keep all types of information:

- Accurate
- Up to date
- Complete – Including NHS Number
- Quick and easy to find
- Free from duplication
- Free from fragmentation
Legitimate Relationships

• You are only allowed to access a patient’s record if you have a legitimate reason to do so. This means that you must be directly involved in their care or part of the care team.

• The same applies to employee records that contain PID

• Staff who access records inappropriately will be subject to investigation and possible disciplinary action
Can you recognise a Freedom of Information (FOI) Act Request?

Which of A or B is an FOI request?

Dear Sir/Madam
I would like to know how much the Trust is spending on the refurbishment of the A&E ward, due to be completed in March 2007.
I would like a list of the new medical and non medical equipment being purchased for this ward.
Yours sincerely
Mickey Mouse

Dear FOI Lead
I have recently undergone an operation on my hip at your Trust and would like to see all the notes in my Health Record regarding this period of care.
Please give me an indication of when this information can be provided to me.
Yours sincerely
Betty Boo
Keep Information Secure

It is your responsibility to keep all personal and sensitive information secure

- Follow Organisation Policies
- Protect Information Physically
- Practice Password Management
- Transfer Information Securely
- Report Breaches of Security to Management and log as an incident on Datix
Why do we need passwords?

• To allow users to gain access to their own personal information or services electronically
• To prevent unauthorised access to computer systems, online services, email accounts, electronic files or restricted premises.
• Overall to keep information secure and confidential
• When you use your Smartcard or Password your activity is traceable. SO if you share, whatever the other person does, YOU are responsible for it!!
What types of passwords exist?

- Log In or Log On passwords
- User password
- File Password
- ID password
Hot Tips

- Never disclose your password to anyone
- Never write your password down in any form which could be recognised or easily located
- Never let others see you enter your password clearly
- Change your passwords regularly
- Keep your reminders in a secure place not making it obvious that they are linked to your passwords
- Never allow others to use your access rights when logging onto or logged into your system
IG Related Policies

• Information Governance Policy
• IM&T Security Policy
• Corporate Records Management Policy
• Access to Health Records Policy
• Health Records, Confidentiality and Security Policy
• Professional Record Keeping Policy
• Electronic Communications Policy
• Mobile Communications Devices Policy
• Email and Text Procedure / Guidance pending
Information Governance is the responsibility of every employee, so keep up the good work and aim to be 100% compliant.
Many Thanks For Listening

Any Questions?