**CYMORTH LLYWODRAETHU GWYBODAETH AR GYFER GOFAL SYLFAENOL**

**INFORMATION GOVERNANCE SUPPORT FOR PRIMARY CARE**

# WELCOME

## to the July edition of the
## IG Support Service for Primary Care
## Newsletter

This is our third edition of the IG Support Service for Primary Care Newsletter. We publish these newsletters on a bi-monthly basis, providing you with updates on support and guidance developed by the Support Service, progress and developments with the IG Toolkit for GMPs, and related IG training and resources which will include 'Lessons Learnt' scenarios.

## New! General Practice Data for Planning and Research

**Information Notice - NHS Digital - General Practice Data for Planning and Research**. The IG Support Service for Primary Care have recently released an Information Notice regarding the recent Data Collection announcement by NHS Digital. This contains important information regarding the notice recently issued by NHS Digital for the collection of GP Data for Research and Planning services.

It should be noted that the data collection has now been deferred to 1st September *"to provide more time to speak with patients, doctors, health charities and others to strengthen the plan even further"*

For further information, contact the Information Governance Support Service for Primary Care via **DHCWinformationgovernance@wales.nhs.uk**

# PECYN CYMORTH LLYWODRAETHU GWYBODAETH CYMRU
# WELSH INFORMATION GOVERNANCE TOOLKIT
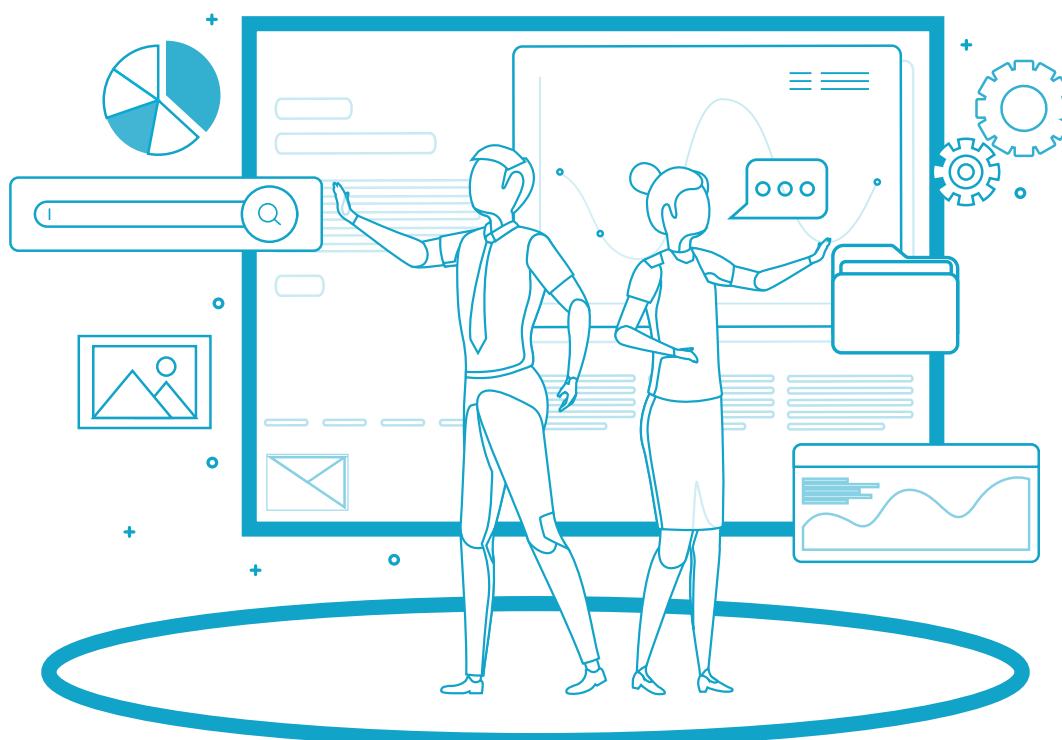
## The current edition of the IG Toolkit is available via the Information Governance Website.

The website hosts detailed information on each of the requirements set out in the IG Toolkit in the **Support and Resources** section, which also guides Practices on how to reach each attainment level. Within the **Supporting Resources** heading you can find the **IG Toolkit User Guide**, a set of **Frequently Asked Questions**, Guidance on **How do I delete evidence?** and **Guidance on carrying over evidence from previous submissions**, together with several other templates and exemplars.

## IG Toolkit Progress

The 2020-21 edition of the IG Toolkit went live at the beginning of December 2020 with a submission date of 30th September 2021. We encourage practices to work through the Toolkit throughout the year to avoid last minute pressure leading up to the submission date.

The IG Toolkit has now been live for seven months. In total, 29% of practices have started their IG Toolkit submission, and an additional 3% of practices have now completed and submitted the IG Toolkit.

| Health Boards | No of Practices | Not Started | In Progress | Complete |
|---|---|---|---|---|
| Aneurin Bevan | 74 | 46 | 26 | 2 |
| Betsi Cadwaladr | 99 | 79 | 19 | 1 |
| Cardiff & Vale | 60 | 35 | 24 | 1 |
| Cwm Taf Morgannwg | 51 | 34 | 15 | 2 |
| Hywel Dda | 47 | 35 | 10 | 2 |
| Powys | 16 | 6 | 8 | 2 |
| Swansea Bay | 49 | 34 | 12 | 3 |
| All Wales | 396 | 269 | 114 | 13 |

Contact the Information Governance Toolkit Team via **WelshIGToolkit@wales.nhs.uk** for any queries regarding the content of, or completing, the IG Toolkit.

For any login issues or password resets, please contact the Primary Care Service Desk via **primarycare.servicedesk@wales.nhs.uk**



- **3%**
- **29%**
- **68%**

● Not Started   ● In Progress
● Completed
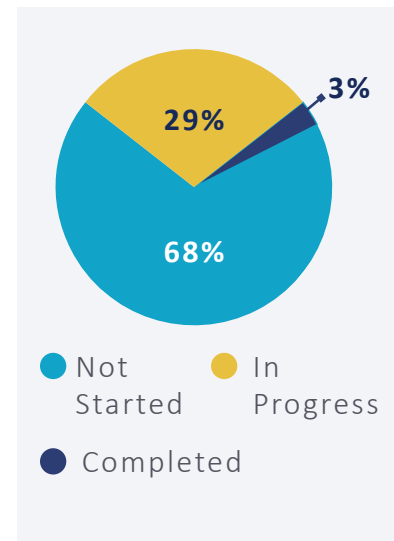
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## INFORMATION GOVERNANCE TRAINING

### Update: Caldicott Guardian Training

The final session of the Caldicott Guardian Training was held in June 2021. Since the sessions began in December 2020, a total of 413 participants attended the training from 269 practices across 25 sessions. The sessions were designed for the practice Caldicott Guardian and their support staff.

Following each session, we asked participants to complete a quick evaluation to provide us with feedback on the training. 303 attendees across the seven-month period completed the form, awarding the overall quality of the training with a massive 4.77 out of 5 star rating.

*When asked whether the participants felt that the lecturer had good knowledge of the subject, participants gave an average score of 4.94 out of 5 stars.*

*Whilst 25% of participants felt the length of the Training Session was too long, 75% felt that the Training Session was about right.*

Excellent feedback has been received throughout the sessions. More recent comments received following the training include:

*"THIS WAS A GREAT SESSION. …what it looks like on the ground really helps form confidence in my thinking, but this was really worth while."*

*"I think it would work well to change the break out groups around so you're not having discussions with the same people. Other than that I thought it was great."*

*"EXCELLENT SESSION thank you, I will highly recommend this session to my colleagues"*

*"I THINK THE TRAINING WAS FAULTLESS - very informative and interesting to know all the different aspects of the Caldicott Guardianship"*

*"FIRST CLASS TRAINING, enjoyable and informative all the way through. Thanks!"*

## Caldicott Guardian Training FAQ's

Throughout the interactive training sessions, questions were welcomed, and a set of commonly raised questions were consolidated and made available on the IG website. As the Training sessions have ended, these questions have now been combined with the IG Support for Primary Care **Frequently Asked Questions**, which are organised into common themes and can be found on the IG website.

## Lessons Learnt

Sometimes things go wrong; when this happens, it is important that lessons are learnt. In each edition of the newsletter we plan to look at a real-life scenario, either an incident or audit finding, and reflect to see if this could happen in your organisation or if there are lessons which can be learnt, including any changes which can be implemented in your organisation to prevent a similar situation occurring.

> The ICO carried out several Consensual Audits on a number practices across England, with a focus on Subject Access Requests (SARs). Findings included:
>
> - A number of staff were not clear on the meaning of the term 'fair processing'
> - Privacy Notices were to be reviewed to make sure it is clear how information is collected
> - Staff did not realise that a request for access could be made verbally
> - Ensure awareness training is made available for staff dealing with SARs around exemptions and what constitutes identifiable 3rd party data
> - Personal data originating outside the organisation should be included, however this information may be subject to redactions

With Subject Access Requests being routine tasks within General Practice, responding to requests may not always be straightforward. We can learn from such audits to consider whether similar findings described may be present in practices across Wales. For example:

- Would your Practice benefit from a review of its processes?
- Does the Practice have detailed Privacy Information readily available for patients and staff?
- Have all your staff received training on subject access requests relevant to their job role?

Based on feedback received from the Caldicott Guardian Training, the IG Support for Primary Care Service are currently drafting Guidance on Redaction for practice staff. The document will be made available over the coming weeks on the **Information Governance** website under **IG Support for Primary Care**, which also includes a wealth of information and additional guidance documents on a range of topics to support practices.

Further information on **Right of Access** can be found in **Support and Resources for General Medical Practices** on the **Information Governance** website.

## IG eAlert

The Digital Health and Care Wales (DHCW) IG Department produce a weekly **eAlert** intended for staff who have an interest in Information Governance issues that affect the NHS in Wales. These eAlert's include news items from around the world on topics such as data breaches, IG news articles and fines issued by the Information Commissioners Office.

If you have any articles which you feel would also be useful to colleagues, please feel free to forward them for inclusion in our next edition.

Historic editions of the eAlert can be accessed through the **eAlert Archive** on the **Information Governance** website.

If you would like to receive the weekly eAlert direct to your inbox, please contact **DHCWInformationGovernance@wales.nhs.uk**.

## ICO Newsletter

The Information Commissioner 's Office (ICO) publish an e-newsletter at least once a month. They bring you the latest developments, blogs, guidance, codes of practice, etc. in a range of legislation such as data protection, freedom of information and electronic communications and marketing, to name but a few. To sign up to receive the e-newsletter, **please complete the form** on the **ICO website**.

You can also sign up to receive the ICO's action we've taken e-newsletter which reports on trends and investigations and other news by **completing the form on the ICO website**.

The **previous editions of the ICO e-newsletters** are now available to view in the ICO website.

If you do not wish to receive further editions of this newsletter please email **DHCWInformationGovernance@wales.nhs.uk**