WELCOME

to the May edition of the
IG Support Service for Primary Care
Newsletter

This is our second newsletter. We plan on publishing 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.

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INFORMATION GOVERNANCE SUPPORT FOR PRIMARY CARE

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New! NHS Wales Guidance on the Categorisation and Notification of Personal Data Breaches

The Information Governance Management Advisory Group (IGMAG) have recently published guidance for NHS Wales Organisations on the **Categorisation and Notification of Personal Data Breaches**. Representatives from the IG Support for Primary Care Service sat on the Group to ensure the guidance is applicable to GMPs.

New! IG Guidance on Communicating with Patients through the NHS Wales Email Service

Following feedback received from the Caldicott Guardian Training sessions the IG Support for Primary Care Service has developed guidance on **Communicating with Patients through the NHS Wales Email Service**.

The guidance and other supporting documents can be found on the **IG Support for Primary Care** page on the Information Governance website.

New! IG Guidance on Remote Working for General Practice Staff; including Working from Home

New **IG Guidance on Remote Working for General Practice Staff; including Working from Home** has been developed based on feedback received from the Caldicott Guardian Training sessions. The guidance can be found on the **IG Support for Primary Care** page on the Information Governance website.

New! My Health On-Line Guidance for Care Homes

A set of documents have been developed to support Practices and Care Homes in utilising My Health On-Line. This includes:

- Standard Operating Procedure for Care Home Access to MHOL
- Template Data Protection Impact Assessment (DPIA) MHOL
- Data Sharing Agreement Care Home Access to MHOL

- Privacy Information for Care Home Access to MHOL
- Request for Care Home Access to MHOL
- Staff Confidentiality Declaration for MHOL Access
- Letter to Patient/Resident Representative

The document set can be accessed through the **My Health Online** pages on the Primary Care Service website.

Update: My Health On-Line

The IG Support for Primary Care Service are currently working with the MHOL team to review and update the MHOL documentation. Updates will be made available on both the MHOL website and the Information Governance website.

Contact the team

Contact the Information Governance Support Service for Primary Care via

DHCWinformationgovernance@wales.nhs.uk

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WELSH INFORMATION GOVERNANCE TOOLKIT

The current edition of the IG Toolkit is available via the Information Governance Website.

The website hosts a specific section designed to support GMPs in completing the IG Toolkit, including detailed information on each of the requirements. The **supporting resources section** includes templates, exemplars and guidance, the user guide and a set of frequently asked questions. As more resources are developed the pages will be updated.

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 five months. Throughout this period 19% of practices have started their IG Toolkit submission, an additional 1% of practices have now completed and submitted the IG Toolkit.

Health Boards	No of Practices	Not Started	In Progress	Complete
Aneurin Bevan	74	56	16	2
Betsi Cadwaladr	99	87	12	0
Cardiff & Vale	60	41	18	1
Cwm Taf Morgannwg	51	41	10	0
Hywel Dda	47	39	9	0
Powys	16	11	4	1
Swansea Bay	49	41	7	1
All Wales	396	316	76	5

1%

19%

80%

● Not Started ● In Progress ● Completed
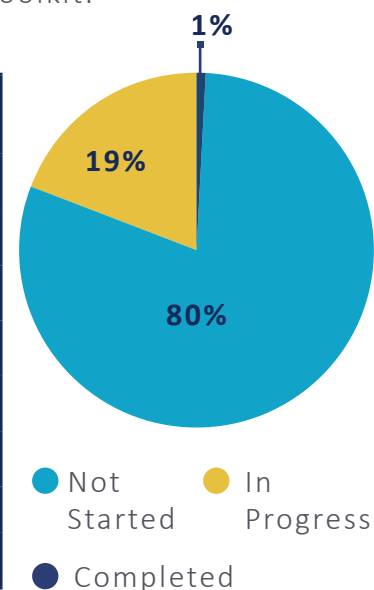
Contact the Information Governance Toolkit Team via **WelshIGToolkit@wales.nhs.uk** for any queries regarding the content of, or completing, the IG Toolkit

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

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INFORMATION GOVERNANCE TRAINING

Caldicott Guardian Training FAQs

A set of questions and answers collated from the Caldicott Guardian Training sessions have been developed and are available on the **IG website**, this page is updated with additional questions following each training session.

Update: Caldicott Guardian Training

The final dates for the **Caldicott Guardian Training sessions** have now been released, there are currently a limited number of places remaining for sessions in June. These events are designed for the Practice Caldicott Guardian; a senior health professional, and if required one additional space is available for the person with delegated responsibilities who provides support for the Guardian.

Excellent feedback has been received so far, here are a few of the more recent comments we have received following the training:

"VERY GOOD TRAINING SESSION. Highly recommend to anyone who is a Caldicott Guardian"

"I WILL BE HONEST, the idea of a 4-hour session, I was not looking forward to, but I genuinely thoroughly enjoyed the session, it was easy to follow, informative and engaging. Huge thumbs up from me."

"REALLY LOVED the breakout sessions. Lots of time to explore different aspects and was reassured that there isn't always a straightforward yes or no answer."

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.

GP Data Breach – A GP Practice was fined **£40,000** by the Information Commissioner's Office (ICO) after wrongfully revealing confidential information about a woman and her family to her estranged ex-partner in

response to a **Subject Access Request (SAR)** for a child's medical record. The notes contained the woman's contact details, information relating to her parents and a second child who was not related to the ex-partner. The woman had previously warned the GP Practice that they needed to take particular care with this information.

In their investigation the ICO found:

- There were **insufficient systems** in place to guard against releasing unauthorised personal data to people who were not entitled to see it
- Staff did not receive **adequate guidance** or supervision about what could be disclosed or should be withheld

Subject Access Requests (SAR) are quickly becoming a routine task within General Practice, however with many family structures becoming increasingly complicated, responding to requests is not always a straightforward task. Take the time to consider, could the data breach described above have happened in your practice?

- Do you have a procedure in place for processing SARs?
- Does your procedure include guidance on where to seek further advice regarding contentious requests?
- Does your procedure include guidance on redaction, particularly third-party information?
- Are staff members with allocated responsibility for responding to SARs appropriately trained?
- Do you have a process in place for documenting SARs and any advice sought and decisions made regarding contentious requests?

Further information on Subject Access Requests is available on the **Information Governance website**.

Further information on any available IG training can be found on the IG website

IG eAlert

The DHCW IG Department produce a weekly eAlert intended for staff who have an interest in Information Governance issues that affect the NHS in Wales. Historic editions of the eAlert can be accessed through the **IG 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**. The **latest edition of the ICO e-newsletter** is now available to view.

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

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