



Information Governance Workbook

Answer Key

For use by Practice staff who do not use IT
Facilities



Hyfforddiant Llywodraethu Gwybodaeth
Information Governance Training

IGDC • DHCW

Information Governance Assessment for Practice Staff Answers

Once you have read the Information Governance Workbook, please complete this assessment.

Full name:

Staff number:

Practice name:

Date completed:

Final Score:

1. Who is responsible in the Practice for the security of confidential information? (**select one option**)
- A. All staff with access to computers
 - B. Only clinical staff
 - C. Only staff employed in security management
 - D. **Everyone**
 - E. Only line managers

The correct answer is **D. Everyone.**

2. When no longer needed, which of the following should be confidentially deleted or destroyed, and not discarded as normal rubbish? (**select two options**)
- A. DVD containing a training presentation
 - B. Diabetic patient information leaflet
 - C. **List of patients being referred to antenatal classes**
 - D. Published minutes of a Management meeting
 - E. **Old computing equipment**

The correct answers are **C. List of patients being referred to antenatal classes and E. Old computing equipment.**

3. What are the possible consequences of failing to protect confidential personal / patient information? (**select four options**)
- A. A loss of trust by patients/staff/public
 - B. Distressing social media posts
 - C. Recognition award for hard work
 - D. Compliment from a patient
 - E. Patients targeted by dishonest retailers
 - F. Financial penalty or imprisonment for an individual

The correct answers are **A. A loss of trust by patients/staff/public, B. Distressing social media posts, E. Patients targeted by dishonest retailers and F. Financial penalty or imprisonment for an individual.**

4. You notice a USB stick in a bin at the reception desk. What should you do? (**select one option**)

- A. Leave it where it is, it is not your responsibility
- B. Take it home to see what is on it
- C. Place it back on the desk, it must have fallen in accidentally
- D. Hand it in to the Practice Manager and report it as an incident

The correct answer is **D. Hand it in to the Practice Manager and report it as an incident.**

5. You find a bundle of papers on a chair in a public waiting room. They are patient questionnaire responses, what should you do? (**select one option**)

- A. Put them in a waste bin to tidy the place up
- B. Put them in a confidential waste bag
- C. Pick them up and put them on a nearby desk
- D. Hand them to a manager and report the incident
- E. Staple them together and use them as notepads to save paper

The correct answer is **D. Hand them to a manager and report the incident.**

6. You have walked through the reception area and see your neighbour's name appear on the appointment announcing display screen. What should you do? (**select one option**)

- A. Phone your neighbour's partner to let them know that your neighbour is at the practice
- B. Look for them and pop over as you're sure they would want to see you
- C. Post on Facebook that you saw your neighbour in your workplace
- D. Carry on with your work

The correct answer is **D. Carry on with your work.**

7. You are stopped in the corridor by a member of the public wanting a copy of their test results from last week. Is this a valid subject access request (SAR)? (**select one option**)

- A. Yes
- B. No

The correct answer is **A. Yes.**

8. You are on Facebook on your mobile at home and see a post from a friend who also works in the same practice pharmacy, asking if anyone knows where the key is kept for the cupboard containing prescriptions for collection. What do you do? **(select one option)**
- A. Nothing as you don't know where the key is kept
 - B. Respond to say that you'll ask around tomorrow in work
 - C. Respond to say that it's probably with all the other keys in the top drawer of the unlocked filing cabinet in the office
 - D. Do not respond and report it to your supervisor as soon as possible

The correct answer is **D. Do not respond and report it to your supervisor as soon as possible.**

9. As part of your role, you have been given access keys / swipe cards to restricted areas / locked offices etc. What do you do? **(select one option)**
- A. Unlock all rooms / offices in a particular area first before performing your duty as it will be quicker this way
 - B. Unlock each room / office as you're going along and lock it again as soon as you've finished in it to ensure that the area remains as secure as possible
 - C. You've forgotten your access card, so borrow one from a colleague making sure you lock each room when you've finished in there.

The correct answer is **B. Unlock each room / office as you're going along and lock it again as soon as you've finished in it to ensure that the area remains as secure as possible.**

10. If you come across a colleague disposing of their old computer within the general waste, what do you do? **(select one option)**
- A. Ignore it and carry on with your day
 - B. Stop and offer them a hand with the disposing of the computer
 - C. Stop and inform them that there should be proper arrangements in place for disposing of electrical/IT/Computer items

The correct answer is **C. Stop and inform them that there should be proper arrangements in place for disposing of electrical/IT/Computer items.**

Please return this form to your manager, if you do not achieve **80%** you will be asked to complete further training.

Final Score: ____ / 14

Percentage: _____%