



Information Governance Workbook

Answer Key

For use by Practice staff who do not
use IT facilities

Information Governance Assessment for Practice Staff

Answers

1. Who is responsible in the Practice for the security of confidential information? (**select one option**)

- ☐ All staff with access to computers
- ☐ Only clinical staff
- ☐ Only staff employed in security management
- ☒ Everyone
- ☐ Only line managers

2. When no longer needed, which of the following should be confidentially deleted or destroyed, and not discarded as normal rubbish? (**select two options**)

- ☐ DVD containing a training presentation
- ☐ Diabetic patient information leaflet
- ☒ List of patients being referred to antenatal classes
- ☐ Published minutes of a Management meeting
- ☒ Old computing equipment

3. What are the possible consequences of failing to protect confidential personal / patient information? (**select four options**)

- ☒ A loss of trust by patients / staff / public
- ☒ Distressing social media posts
- ☐ Recognition award for hard work
- ☐ Compliment from a patient
- ☒ Patients targeted by dishonest retailers
- ☒ 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**)

- ☐ Leave it where it is, it is not your responsibility
- ☐ Take it to home to see what is on it
- ☐ Place it back on the desk, it must have fallen in accidentally
- ☒ 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**)

- ☐ Put them in a waste bin to tidy the place up
- ☐ Put them in a confidential waste bag
- ☐ Pick them up and put them on a nearby desk
- ☒ Hand them to a manager and report the incident
- ☐ Staple them together and use them as notepads to save paper

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**)

- ☐ Phone your neighbour's partner to let them know that your neighbour is at the practice
- ☐ Look for them and pop over as you're sure they would want to see you
- ☐ Post on Facebook that you saw your neighbour in your workplace
- ☒ 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)**

- ☒ Yes
- ☐ No

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)**

- ☐ Nothing as you don't know where the key is kept
- ☐ Respond to say that you'll ask around tomorrow in work
- ☐ Respond to say that it's probably with all the other keys in the top drawer of the unlocked filing cabinet in the office
- ☒ 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)**

- ☐ Unlock all rooms / offices in a particular area first before performing your duty as it will be quicker this way
- ☒ 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
- ☐ You've forgotten your access card, so borrow one from a colleague making sure you lock each room when you've finished in there.

10. If you come across a colleague disposing of their old computer within the general waste, what do you do? **(select one option)**

- Ignore it and carry on with your day
- Stop and offer them a hand with the disposing of the computer
- Stop and inform them that there should be proper arrangements in place for disposing of electrical/IT/Computer items

Your manager will be informed of your pass rate and if you do not achieve **80%** you will be asked to attend a formal Information Governance training session.

Final Score: ____ / 14

Percentage: ____ %