

# Data Protection Newsletter

## Time to Reflect on Data Protection Progress

### Special points of interest:

- Data Protection Training Dates now available across the Trust
- The Trust continues to work towards increasing compliance with data protection
- Audits are being rolled out to monitor compliance

The Information Governance Team has been busy across the Trust to ensure that we remain compliant with Data Protection regulations.

The Team is in the process of developing a Data Protection and Security Policy which will also have Procedures attached which will focus on individual's rights and data security, including Safehaven. The Information Governance Policy and Procedures have been updated and are currently going through final ratification. These will be made available by September 2018.

In addition to Information Governance Policies the Trust has reviewed Data Quality and Health Record Policies and is currently reviewing IT Security Policies to ensure that these are fit for purpose.

The Trust has rolled out Data Protection training across the Trust and has seen a high level of staff attendance at the Training. This ensures that the changes and key points are being effectively delivered to all staff across the Trust.

Data Protection by Design is in full force within the Trust with Data Protection Impact Assessments being completed for various projects and changes which are underway, with a plan to publish these on the Trust website.

The Trust is also working with partners to ensure data is shared appropriately and securely to ensure that our clients receive high quality care from multi-disciplinary teams.

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## Data Protection and the CQC

The Trust continues to work with the CQC following a recent planned inspection, results from which will be published once available.

The CQC review Data Protection as part of each of the Key Lines of Enquiries (KLoEs).

When undertaking inspections Information Governance, including Data Protection is reviewed just as any other area within the Trust. It is expected that good practice in relation to Data Security and Use is notable across the services where the CQC visit.

As part of a data protection review the CQC look to ensure that the Trust is able to demonstrate effective risk and incident management. As well as having effective systems in place to manage the collection and use of information to ensure that care of service users is effective.

Further information is available via the CQC website.

## Data Protection Training



The Trust has begun to roll out the new Data Protection Training to all staff.

Individual services have received Data Protection training with positive feedback gained in relation to the Training.

Staff highlighted that it was useful to have a member of the IG team present for the Training as they felt that they could raise any

queries and get expert advice directly.

Training for individual services can be booked directly with the Information Governance (IG) Team. Data Protection Training dates are advertised across the Trust.

Please note in addition to the Data Protection Training the IG Team also provides the following internal training packages:

Freedom of Information; providing an overview of Freedom of Information and the process taken for requests for information.

Information Governance Training; which includes Data Protection awareness which includes individual's rights, Freedom of information awareness, information security and guidelines for information sharing.

## Staff Survey linked to Data Security

*The Trust is committed to ensuring that personal data is secure and used appropriately*

The Information Governance Team welcomes the views of our staff in relation to how they feel the Trust manage data security and what they feel our commitment is.

The IG Officer is currently designing a staff survey with an aim to roll out in September 2018. In order

to have a formal way staff can provide feedback in relation to data security across the Trust.

The outcomes of the surveys will be reviewed by the Trusts Information Governance Steering Group who will identify areas of good practice and areas which may need additional focus across the Trust.

Outcomes of the survey will be highlighted via the Data Protection Newsletter and will also be referenced within Information Governance reports across the organisation.

## Your Data Matters Pledge

The Trust has signed up to the Information Commissioners 'Your Data Matters' Pledge. By doing so we are showing our support for your personal data rights which we hope will have the effect of building trust and confidence in the way we use and store your personal data. We value the information that we hold as a Trust.

As part of the pledge we will be utilising the Your Data Matters materials within our publications which will link to the ICO information available to you.

We hope that by using generic information materials the information that we will provide will be clear and coherent with the ICO messages.

The Trust will be including the finger print family within our publications and adapting the information within the posters.



## Right to Rectification

GDPR provides individuals eight rights in relation to their data. One of these rights is the 'Right to Rectification'.

This means that if we hold information about you which is wrong (factually inaccurate) you have the right to ask for this to be changed such as your Date of Birth being incorrectly recorded.

Please be aware that if you have had your medical diagnosis updated due to the original diagnosis is found to be wrong. Your medical records will include both the initial diagnosis and the final findings because this gives an accurate record of your treatment. With the information linked to the new diagnosis this would be seen as an accurate record.

If you feel that any information that we have in your records is inaccurate then please contact the Information Governance Team who will review the information with you and correct the record, where necessary. Contact Details are at the end of the newsletter.



## Privacy Notice Updated

As part of the Trusts ongoing commitment to be open in the way in which we use your information we regularly update our Privacy Notice within the Trust.

The Trusts main Privacy Notice can be located on our Website under our Freedom of Information Section.

The Trust has also developed a generic poster which will be made available across Trust locations. We are also developing three new leaflets which will be available within the Trust and will also be available on the Trusts website. One leaflet has been designed to be accessible to all. One is focusing on the use of employee data.

Our privacy notice includes information about:

- What information we collect and hold about you
- How we use the information
- Who we may share the information with
- What your rights are
- How long we hold information.

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*Our Commitment is to be open about the way we use your information*

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## Voluntary IG Audits Available Across the Trust

The new Information Governance Audits are being rolled out across the Trust with the first planned audit happening in August 2018.

The IG Team will also be responding to voluntary requests to complete Audits with services. We have received requests from two services welcoming the IG Team into their areas to ensure that they are

compliant with Data Security.

The audits will cover the following areas:

- Data Security
- Cyber Security
- Record Management
- Training
- Asset Management
- Safe Haven implementation

Where a service has requested a voluntary IG Audit the service will not be aware of when the Audit will take place, like any identified compulsory audits across the Trust. The same scrutiny will be in place in line with the Information Governance Policy and associated IG Audit Standard Operating Procedures.

Any areas of good practice found will be shared across the Trust and highlighted within these Newsletters.



## Good Practice Areas

### Medical Secretaries and Administration Teams

Since the introduction of new Subject Access timescales linked to GDPR the Administration Teams across all of the Trusts Clinical Groups have responded to the IG and Data Protection Lead in a timely manner to ensure minimal delay in responding to requests for information.

### Health Visitors Forum

The Information Governance Team was invited to the first Health Visitors Forum in July 2018. An Information Stand was available for staff to obtain leaflets and information to disseminate across the service as well as access expert advice in relation to Information Governance and Data Protection. The new Data Protection training was also provided during the Forum. Katie Sparrow, Data Protection Officer, commented "This was a great opportunity to meet with front line staff first hand and provide them with the required training and information in relation to Data Protection. It was a worthwhile day where it was clear that the service had the security of data as a priority as part of their day to day work".

## Who to Contact for Further Information

Katie Sparrow, Head of Information Governance and Data Protection Officer

Email: [Katie.sparrow@nhs.net](mailto:Katie.sparrow@nhs.net)

Tel: 0121 612 8017

### Subject Access (access to information) Requests

Email: [bcpft.infogov@nhs.net](mailto:bcpft.infogov@nhs.net)

Tel: 0121 612 8037

### Freedom of Information Requests

If you want to know more about how the Trust is performing in relation to GDPR please forward your questions to: [bcpft.foi@nhs.net](mailto:bcpft.foi@nhs.net)