

# Confidentiality – Patient Data & Patient Information

1.1

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## Version Control

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## **1. INTRODUCTION**

This document sets out the arrangements in SHPCA for the confidentiality of patient data. SHPCA complies with the Data Protection Act and GDPR regulations 2018

## **2. SHPCA'S RESPONSIBILITIES**

SHPCA will ensure that employees fully understand all their responsibilities with regard to confidential data, by ensuring employees undertake Information Governance training and sign a written statement of the responsibilities they are undertaking towards the security of all data within the surgery. Competency will be assessed as an ongoing process and as part of the appraisal process.

SHPCA will complete and submit the DSP Toolkit self-assessment on an annual basis.

SHPCA will also ensure that arrangements are in place for the confidential disposal of any paper waste generated at work. Care should be taken to ensure that the company are accredited to destroy sensitive papers. Records should be kept of the registration of the company and a log of collections.

SHPCA strictly applies the rules of confidentiality and will not release patient information to a third party (other than those involved in the direct care of a patient) without proper valid and informed consent, unless this is within the statutory exempted categories such as in the public interest, or if required by law, in which case the release of the information and the reasons for it will be individually and specifically documented and authorised by the responsible clinician.

SHPCA follows the Health and Social Care Information Centre document "A Guide to Confidentiality in Health and Social Care, Sept 2013".

## **3. LEAFLET WORDING (PLEASE USE FOR PATIENT INFORMATION LEAFLETS OR POSTERS)**

All patient information is considered to be confidential and we comply fully with the Data Protection Act and Caldicott principles. All employees in SHPCA have access to this information in relation to their role, have confidentiality clauses in their contracts of employment and have signed a confidentiality agreement. All staff members adhere to the Confidentiality: NHS Code of Practice 2003.

To ensure safe and effective care, patients' information may be shared with other parties within the care team who are involved in their direct care. Where a patient wishes information not to be shared within the team providing direct care, then they must discuss this with their GP and a note in

Patient information will not be shared outside of the direct care team without consent being sought. An individual has the right to refuse to have their information disclosed, although this may have an impact on their care, and their wishes will be complied with.

It is imperative that when it is right to release details to 3<sup>rd</sup> parties that the information only includes what has been asked for and not necessarily the full record.

**There is currently one national data extraction from which patients may wish to “opt out” – the Summary Care Record:**

The SCR enables healthcare staff providing care for patients in an emergency and from anywhere in England to be made aware of any current medications or allergies the patient may suffer from. This information from every patient record is sent electronically up to the Spine in order for this to happen. If patients wish their information to be withheld from the SCR, they can “opt out”. Please ask at reception for the SCR Opt-out Form or download from: [systems.hscic.gov.uk/scr/library/optout.pdf](https://systems.hscic.gov.uk/scr/library/optout.pdf)

#### **4. CALL RECORDING**

Please note that it is SHPCA's policy to record all telephone calls made using the Sesui system for the purposes of patient and staff care, security, and dispute resolution. Recordings and their use will comply with SHPCA's Data Protection registration.

#### **5. PROTECTION AGAINST VIRUSES**

Data is vulnerable to loss or corruption caused by viruses. Viruses may be introduced from floppy discs, CD-ROM/DVD-ROM, memory sticks other storage media and by direct links via e-mail and web browsing.

#### **6. PRECAUTIONS TO BE TAKEN**

- Virus protection software is installed on ALL computer equipment.
- The supplier of our clinical software manages the anti-virus software version control and ensures it is regularly updated.
- New programmes should not be downloaded without the permission of the IT or practice manager. This reduces the risk of malware being downloaded and affecting the computer.

## 7. FURTHER RESOURCES

### Confidentiality: NHS Code of Practice

Cyber Security Policy <sup>{x}</sup>

CCTV Policy and Code of Practice <sup>{x}</sup>

CCTV Code of Practice Leaflet <sup>{x}</sup>

Confidentiality Clause Staff Contracts <sup>{x}</sup>

Data Protection Policy <sup>{x}</sup>

Subject Access Request Policy <sup>{x}</sup>