



**Shropshire, Telford  
and Wrekin**  
Clinical Commissioning Group

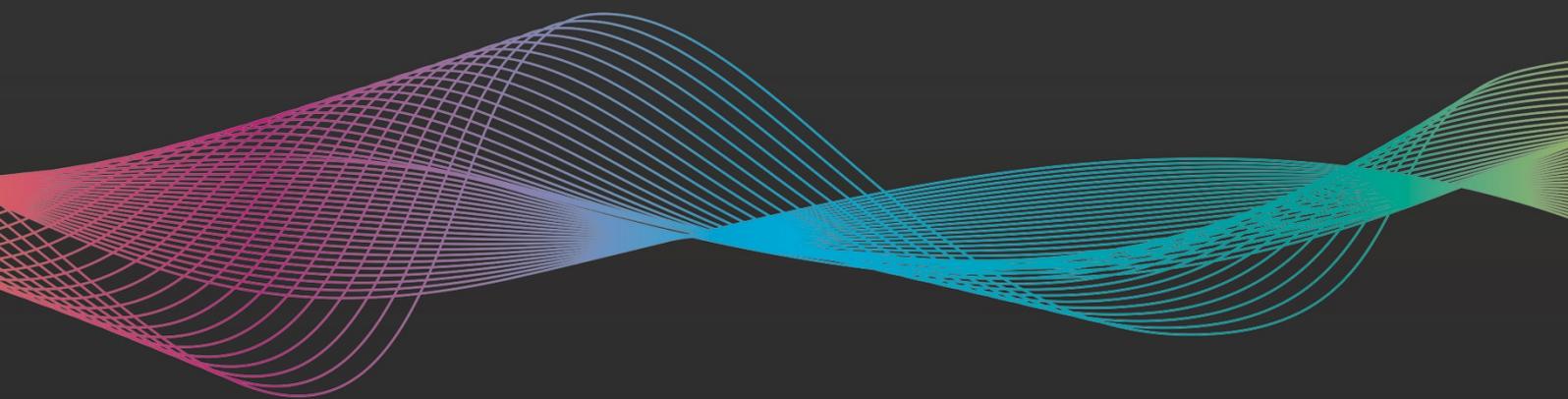


**Midlands and Lancashire**  
Commissioning Support Unit

# Information Governance & Data Security and Protection Policies

**Shropshire, Telford and Wrekin CCG**

Version 1.1



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<b>Consultation and Ratification Schedule</b>	
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Contact Details (for further information)	Midlands and Lancashire CSU Information Governance Team <a href="mailto:mlcsu.ig@nhs.net">mlcsu.ig@nhs.net</a> / 01782 872648

### **Document Status**

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As a controlled document, this document should not be saved onto local or network drives but should always be accessed from the internet.

## Version Control

Policy Name: Information Governance & Data Security and Protection Policies			
Version	Valid From	Valid To	Document Path/Name
1.0	01/04/2021	01/04/2021	Updated in line with current legislations and produced for single organisation
1.1	30/09/2021	01/04/2022	Full review. Amended references to UK GDPR and the 2021 Records Management Code of Practice

## Glossary of Terms

Term	Acronym	Definition
Anonymisation		It is the process of either encrypting or removing personally identifiable information from data sets, so that the people whom the data describe remain anonymous.
Business Continuity Plans	BCP	Documented collection of procedures and information that is developed, compiled and maintained in readiness for use in an incident to enable an organisation to continue to deliver its critical activities at an acceptable defined level.
Caldicott Guardian	CG	A senior person responsible for protecting the confidentiality of patient and service user information and enabling appropriate information sharing.
CareCERT		NHS Digital has developed a Care Computer Emergency Response Team ( <b>CareCERT</b> ). CareCERT will offer advice and guidance to support health and social care organisations to respond effectively and safely to cyber security threats.
Clinical Commissioning Group	CCG	They are responsible for commissioning healthcare services in both community and hospital settings.
Commissioning Support Unit	CSU	A Commissioning Support Unit (CSU) is an Organisation. Commissioning Support Units provide Clinical Commissioning Groups with

Term	Acronym	Definition
		external support, specialist skills and knowledge to support them in their role as commissioners, for example by providing: Business intelligence services.
Code of Conduct	CoC	A set of rules to guide behaviour and decisions in a specified situation
Continuing Healthcare	CHC	CHC is health care provided over an extended period for people with long-term needs or disability / people's care needs after hospital treatment has finished
Common Law		The law derived from decisions of the courts, rather than Acts of Parliament or other legislation.
Care Quality Commission	CQC	This is an organisation funded by the Government to check all hospitals in England to make sure they are meeting government standards and to share their findings with the public.
Data Controller	DC	The natural or legal person, public authority, agency or other body which, alone or jointly with others, determines the purposes and means of the processing of personal data.
Data Processor	DP	A natural or legal person, public authority, agency or other body which processes personal data on behalf of the controller.
Data Protection Act 2018	DPA18	Act replaced DPA 1998 above
Data Processing Agreement	DPA	<p>The Data Controller has a legal responsibility to ensure that anyone they ask to process personal information on their behalf understands what their role is and what processing they can do.</p> <p>The controller is responsible for assessing that its processor is competent to process personal data in line with the GDPR's requirements. This assessment should take into account the nature of the processing and the risks to the data subjects. This is because Article 28(1) says a controller must only use a processor that can provide "sufficient guarantees" (in particular in terms</p>

Term	Acronym	Definition
		of its expert knowledge, resources and reliability) to implement appropriate technical and organisational measures to ensure the processing complies with the GDPR and protects the rights of individuals.
Data Protection Impact Assessment	DPIA	A method of identifying and addressing privacy risks in compliance with GDPR requirements.
Data Protection Officer	DPO	A role with responsible for enabling compliance with data protection legislation and playing a key role in fostering a data protection culture and helps implement essential elements of data protection legislation
Data Security and Protection Toolkit	DSP Toolkit	The DSP Toolkit is the standard for cyber and data security for healthcare organisations. Organisations measure performance against the National Data Guardian's 10 data security standards.
Data Sharing Agreement	DSA	An Agreement outlining the information that parties agree to share and the terms under which the sharing will take place.
Data Subject		An identified or identifiable natural person who can be identified by their personal information
Freedom of Information Act 2000	FOI	The Freedom of Information Act 2000 provides public access to information held by public authorities
Information Asset Assistant	IAA	Information Asset Assistants ensure that policies and procedures are followed within their area.  Recognise actual or potential security incidents. <ul style="list-style-type: none"> <li>• Consult your IAO on incident management</li> <li>• Ensure that information assets registers are accurate and up to date.</li> </ul>
Information Asset Owner	IAO	Information Asset Owners are directly accountable to the SIRO and must provide

Term	Acronym	Definition
		assurance that information risk is being managed effectively in respect of the information assets that they 'own'.
Information Asset Assistants	IAA	The role of Information Asset Assistant is to ensure that policies and procedures are followed within their area, recognise actual or potential security incidents, consult with their IAO on incident management and ensure that information assets registers are accurate and up to date.
Information Assets		Includes operating systems, infrastructure, business applications, off-the-shelf products, services, and user-developed applications
Information Commissioner's Office	ICO	The Information Commissioner's Office (ICO) upholds information rights in the public interest, promoting openness by public bodies and data privacy for individuals.
Individual Funding Requests	IFR	Application to fund treatment or service not routinely offered by NHS
Key Performance Indicators	KPI's	Targets which performance can be tracked against
Pseudonymisation		The processing of personal data in such a manner that the personal data can no longer be attributed to a specific data subject without the use of additional information, provided that such additional information is kept separately and is subject to technical and organisational measures to ensure that the personal data are not attributed to an identified or identifiable natural person.
Record Lifecycle		Records lifecycle in records management refers to the stages of a records "life span": from its creation to its preservation (in an archives) or disposal.
Senior Information Risk Owner	SIRO	Board member with overall responsibility for: <ul style="list-style-type: none"> <li>The Information Governance &amp; Data Security and Protection Policies</li> </ul>

Term	Acronym	Definition
		<ul style="list-style-type: none"> <li>• Providing independent senior board-level accountability and assurance that information risks are addressed</li> <li>• Ensuring that information risks are treated as a priority for business outcomes</li> <li>• Playing a vital role in getting the institution to recognise the value of its information, enabling its optimal effective use.</li> </ul>
Subject Access Request	SAR	A subject access request (SAR) is simply a written or verbal request made by or on behalf of an individual for the information which he or she is entitled to ask for under the Data Protection Act.
United Kingdom General Data Protection Regulation	UK GDPR	“GDPR” means UK GDPR. UK GDPR means Regulation (EU) 2016/679 of the European Parliament and of the Council of 27th April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data (General Data Protection Regulation) as it forms part of the law of England and Wales, Scotland and Northern Ireland by virtue of section 3 of the European Union (Withdrawal) Act 2018.

# Information Governance Policy

## Purpose of Policy

This overarching Data Security and Protection or Information Governance policy provides an overview of the organisation's approach to information governance and includes data protection and other related information governance policies, and details about the roles and management responsible for data security and protection in the organisation.

## Introduction

Information is the most important asset available to an organisation and therefore all organisations must have robust arrangements for Information Governance (IG) which are reviewed annually and described in the Data Security and Protection Toolkit (DSPT).

It is of paramount importance to ensure that information is effectively managed and that appropriate policies, procedures, management accountability and structures provide a robust governance framework for information management.

The policies will provide assurance to the CCG and to individuals that personal information is dealt with legally, securely, efficiently and effectively, in order to deliver the best possible care.

Through the action of approving the policy and its associated supporting documents, the Board provides an organisational commitment to its staff and the public that information will be handled within the identified framework.

The role of the CCG is to commission healthcare, both directly and indirectly, so that valuable public resources secure the best possible outcomes for patients. In doing so, the CCG will seek to meet the objectives prescribed in the NHS Act 2006 and the Health & Social Care Act 2012 and to uphold the NHS Constitution. The policy's objective is to ensure that people who work for the CCG understand how to look after the information they need to do their jobs, and to protect this information on behalf of patients.

## UK General Data Protection Regulations/Data Protection Act 2018

The UK General Data Protection Regulation (UK GDPR) was approved in 2018 and has become directly applicable as law in the UK since 25th May 2018 and the Data Protection Act 2018 (DPA18) fills in the gaps of the UK GDPR, addressing areas in which flexibility and exemptions are permitted.

The UK GDPR/DPA18 is underpinned by a number of data protection principles which drive compliance.

## Principles of the UK General Data Protection Regulation/Data Protection Act 2018 (UK GDPR/DPA18)

1. **Lawful, fair and transparent processing** – this principle emphasises transparency for all UK data subjects. When the data is collected, it must be clear as to why that data is being collected and how the data will be used. Organisations also must be willing to provide details surrounding the data processing when requested by the data subject. For example, if a data subject asks who the data protection officer is at that organisation or what data the organisation has about them, that information needs to be available.
2. **Purpose limitation** – this principle means that organisations need to have a lawful and legitimate purpose for processing the information in the first place. Consider organisations that require forms with 20 data fields, when all they really need is a name, email, address and maybe a phone number. Simply put, this principle says that organisations shouldn't collect any piece of data that doesn't have a specific purpose, and those who do can be out of compliance.
3. **Data minimisation** – this principle instructs organisations to ensure the data they capture is adequate, relevant and not excessive. In this day and age, businesses collect and compile every piece of data possible for various reasons, such as understanding customer buying behaviours and patterns or remarketing based on intelligent analytics. Based on this principle, organisations must be sure that they are only storing the minimum amount of data required for their purpose.
4. **Accurate and up to date** – this principle requires data controllers to make sure information remains accurate, valid and fit for purpose. To comply with this principle, the organisation must have a process and policies in place to address how they will maintain the data they are processing and storing. It may seem like a lot of work, but a conscious effort to maintain accurate customer and employee databases will help prove compliance and hopefully also prove useful to the business.
5. **Kept for no longer than necessary** – this principle discourages unnecessary data redundancy and replication. It limits how the data is stored and moved, how long the data is stored, and requires the understanding of how the data subject would be identified if the data records were to be breached. To ensure compliance, organisations must have control over the storage and movement of data. This includes implementing and enforcing data retention policies and not allowing data to be stored in multiple places. For example, organisations should prevent users from saving a copy of a customer list on a local laptop or moving the data to an external device such as a USB. Having multiple, illegitimate copies of the same data in multiple locations is a compliance nightmare.
6. **Appropriate security measures** – this principle protects the integrity and privacy of data by making sure it is secure (which extends to IT systems, paper records and physical security). An organisation that is collecting, and processing data is now solely responsible for implementing appropriate security measures that are proportionate to risks and rights of individual data subjects. Negligence is no longer an excuse under UK GDPR/DPA18, so organisations must spend an adequate number of resources to protect the data from those who are negligent or malicious. To achieve compliance, organisations should evaluate how well they are enforcing security policies, utilizing

dynamic access controls, verifying the identity of those accessing the data and protecting against malware/ransomware.

7. **Accountability and liability** – this principle ensures that organisations can demonstrate compliance. Organisations must be able to demonstrate to the governing bodies that they have taken the necessary steps comparable to the risk their data subjects face. To ensure compliance, organisations must be sure that every step within the UK GDPR strategy is auditable and can be compiled as evidence quickly and efficiently. For example, UK GDPR requires organisations to respond to requests from data subjects regarding what data is available about them. The organisation must be able to promptly remove that data, if desired. Organisations not only need to have a process in place to manage the request, but also need to have a full audit trail to prove that they took the proper actions.

## Caldicott Principles

The Caldicott Principles, first introduced in 1997, amended in 2013, and then further amended with an additional Principle in 2020, are guidelines applied widely across the field of health and social care information governance to ensure that people's data is kept safe and used appropriately. Caldicott Guardians support the upholding of these principles at an organisational level.

**Principle 1: Justify the purpose for using confidential information** - Why is the information needed?

**Principle 2: Use confidential information only when it is necessary** – Can the task be carried out without identifiable information?

**Principle 3: Use the minimum necessary confidential information** – Can the task be carried out with less information?

**Principle 4: Access to confidential information should be on a strict need-to-know basis** – Only those who need access, should have access.

**Principle 5: Everyone with access to confidential information should be aware of their responsibilities** – Lack of knowledge is not acceptable

**Principle 6: Comply with the law** – Every use of confidential information must be lawful

**Principle 7: The duty to share information for direct care is as important as the duty to protect patient confidentiality**

**Principle 8: Inform the expectations of patients and service users about how their confidential information is to be used** – Patients and service users should be given an accessible way to opt out

## Appointment of Data Protection Officer

Under UK GDPR/DPA18, Data Protection Officers (DPOs) will be at the heart of the legal framework for all Health and Social care organisations facilitating compliance with the provisions of the UK GDPR.

It is mandatory for data controllers and processors to designate a DPO. It is especially important for organisations to nominate a DPO where it is processing personal and sensitive information on a large scale.

It would also be important to ensure that the DPO contact details are available in accordance with the requirements such as in fair processing notices.

For public authorities, DPOs are also required to have knowledge of administrative rules and procedures of the organisation.

The UK GDPR/DPA18 requires that organisations involve the DPO, “in all issues which relate to the protection of personal data”. It is therefore crucial that the DPO is involved from the earliest stage possible in all issues relating to data protection.

In relation to Data Protection Impact Assessments (DPIA), the UK GDPR/DPA18 explicitly provides for the early involvement of the DPO and specifies that the controller shall seek the advice of the DPO when carrying out such impact assessments.

Ensuring that the DPO is informed and consulted at the outset will facilitate compliance with the DPA18, promote a privacy by design approach and should therefore be standard procedure within an organisation’s governance and procurement procedures.

In addition, it is important that the DPO be seen as a discussion partner within the organisation and that they are part of the relevant working groups dealing with data processing activities within the organisation.

Due to the large volume of high-risk sensitive data being processed within the NHS, the concept of the Data Protection Officer role is well embedded due to the mandated requirement to comply with the existing Data Protection Act through the Data security and Protection Toolkit. This means that the roles, tasks and responsibilities are already undertaken within the CCG due to the maturity of Information Governance compliance in the CCG and the wider National Health Service.

## Data Protection Officer

Within Shropshire, Telford and Wrekin CCG, the DPO role has been delegated to the Midlands and Lancashire CSU Head of Information Governance, Hayley Gidman, a role which includes compliance responsibility for GDPR/DPA18, FOIA and Data Security.

Organisations should continue to ensure that the Head of Information Governance, or the designated representative:

- Is invited to participate regularly in meetings of senior and middle management where data processing activities are discussed, for example the Audit Committee
- Are consulted where decisions with data protection implications are taken. All relevant information must be passed on to the IG team in a timely manner to allow them to provide adequate advice
- The opinion of the IG team should always be given due weight. In case of disagreement, the UK GDPR/DPA18 recommends, as good practice, to document the reasons for not following the DPO or IG team’s advice
- The DPO/IG team must be promptly consulted once a data breach or another incident has occurred, for example when incidents occur

## Resources

The UK GDPR/DPA18 requires that the organisation support the DPO function by providing resources necessary to carry out tasks and access to personal data and processing operations to maintain their expert knowledge, this could be through:

- Active support for the DPO function by senior management at Board Level
- Sufficient time to fulfil their duties
- Adequate support in terms of financial resources, infrastructure and premises

- Official communication of the role and support
- Continuous training to stay up to date within the field of Data Protection

It may also be necessary to set up a DPO team.

## Scope

This suite of policies applies to all staff employed or who undertake work/volunteer, for the CCG.

## Responsibilities:

### Organisation (Accountable Officer)

Overall accountability for procedural documents across the organisation lies with the CCG Accountable Officer. As the Accountable Officer that has overall responsibility for establishing and maintaining an effective document management system and the governance of information, meeting statutory requirements and adhering to guidance issued in respect of information governance and procedural documents.

### SIRO

Shropshire, Telford and Wrekin CCG have appointed the Executive Director of Finance, Claire Skidmore as Senior Information Risk Owner (SIRO), who will:

- Take overall ownership of the organisation's Information Risk Policy
- Act as champion for information risk on the Board and provide written advice to the Accountable Officer on the content of the organisation's annual governance statement regarding information risk
- Understand how the strategic business goals of the CCG and how other NHS organisation's business goals may be impacted by information risks, and how those risks may be managed.
- Implement and lead the NHS Information Governance Risk Assessment and Management processes within the CCG
- Advise the Board on the effectiveness of information risk management across the CCG
- Receive training as necessary to ensure they remain effective in their role as SIRO.

### Caldicott Guardian

Shropshire, Telford and Wrekin CCG have appointed Alison Smith, Director of Corporate Affairs, as the Caldicott Guardian for Shropshire, Telford & Wrekin CCG who will:

- Ensure that the CCG satisfies the highest practical standards for handling patient identifiable information
- Facilitate and enable appropriate information sharing and make decisions on behalf of the CCG following advice on options for lawful and ethical processing of information, especially in relation to disclosures
- Represent and champion Information Governance requirements and issues at Board level
- Ensure that confidentiality issues are appropriately reflected in organisational strategies, policies and working procedures for staff
- Oversee all arrangements, protocols and procedures where confidential patient information may be shared with external bodies both within, and outside, the NHS

## Information Asset Owners

Information Asset Owners are accountable for the application of this policy to the information assets that they 'own' and must:

- Lead and foster a culture that values, protects and uses information for the benefit of patients
- Know what information comprises or is associated with the asset and understands the nature and justification of information flows to and from the asset
- Know who has access to the asset, whether system or information, and why, and ensures access is monitored and compliant with policy
- Understand and address risks to the asset and providing assurance to the SIRO
- Ensure there is a legal basis for processing and for any disclosures
- Refer queries about any of the above to the Head of Information Governance

## Information Asset Assistants

The role of Information Asset Assistant is to ensure that policies and procedures are followed within their area, recognise actual or potential security incidents, consult with their IAO on incident management and ensure that information assets registers are accurate and up to date.

## Line Managers

Line managers will take responsibility for ensuring that these policies are implemented within their department or area of responsibility.

## User

It is the responsibility of each employee to adhere to the policies.

All staff must make sure that they use the organisation's IT systems appropriately and in accordance with the IG Handbook/Code of Conduct.

## Audit Committee

To monitor and co-ordinate implementation of the policies, the new Data Security and Protection Toolkit requirements and other information related legal obligations, Shropshire, Telford and Wrekin CCG report to the responsible committee.

## Information Governance Team

The MLCSU Information Governance Team will provide expert advice and guidance to all staff on all elements of Information Governance. The team is responsible for:

- Providing advice and guidance on Information Governance issues to all staff
- Developing information governance policies and procedures
- Developing information governance awareness and training programmes for staff
- Ensuring compliance with UK GDPR/DPA18, Information Security and other information related legislation
- Providing support to the team who handle freedom of information and subject access requests
- Providing support to Caldicott Guardian and Senior Information Risk Officer for information governance issues

## Information Governance Training

All staff are mandated to undertake information governance training, staff will undertake the MLCSU IG refresher module either as face-to-face training or online via ESR.

## Data Security and Protection Toolkit

The Data Security and Protection Toolkit (DSP Toolkit) forms part of a framework for assuring that organisations are implementing the ten data security standards and meeting their statutory obligations on data protection and data security recommended in the government's response to the National Data Guardian for Health and Care's Review of Data Security, Consent and Opt-Outs and the Care Quality Commission's Review 'Safe Data, Safe Care'.

The ten data security standards apply to all health and care organisations. When considering data security as part of the well-led element of their inspections, the Care Quality Commission (CQC) will look at how organisations are assuring themselves that the steps set out in this document are being taken.

CCGs, as discrete NHS organisations responsible for their corporate IT services, must comply with the requirements. As commissioners of GP IT services, CCGs must ensure commissioned GP IT providers are contractually required to comply with these requirements.

### Data Security and Protection Requirements – NHS Organisations

Leadership Obligation 1	
<b>People:</b> Ensure staff are equipped to handle information respectfully and safely, according to the Caldicott Principles	
<b>Data Security Standard 1</b>	All staff ensure that personal confidential data is handled, stored and transmitted securely, whether in electronic or paper form. Personal confidential data is shared for only lawful and appropriate purposes
<b>Data Security Standard 2</b>	All staff understand their responsibilities under the National Data Guardian's Data Security Standards, including their obligation to handle information responsibly and their personal accountability for deliberate or avoidable breaches.
<b>Data Security Standard 3</b>	All staff complete appropriate annual data security training and pass a mandatory test, provided linked to the revised DSP Toolkit.

Leadership Obligation 2	
<b>Process:</b> Ensure the organisation proactively prevents data security breaches and responds appropriately to incidents or near misses	
<b>Data Security Standard 4</b>	Personal confidential data is only accessible to staff who need it for their current role and access is removed as soon as it is no longer required.

	All access to personal confidential data on IT systems can be attributed to individuals.
<b>Data Security Standard 5</b>	Processes are reviewed at least annually to identify and improve processes which have caused breaches or near misses, or which force staff to use workarounds which compromise data security
<b>Data Security Standard 6</b>	Cyber-attacks against services are identified and resisted and security advice is responded to. Action is taken immediately following a data breach or a near miss, with a report made to senior management within 12 hours of detection.
<b>Data Security Standard 7</b>	A continuity plan is in place to respond to threats to data security, including significant data breaches or near misses, and it is tested once a year as a minimum, with a report to senior management

<b>Leadership Obligation 3</b>	
<b>Technology:</b> Ensure technology is secure and up to date.	
<b>Data Security Standard 8</b>	No unsupported operating systems, software or internet browsers are used within the IT estate.
<b>Data Security Standard 9</b>	A strategy is in place for protecting IT systems from cyber threats which is based on a proven cyber security framework such as Cyber Essentials. This is reviewed at least annually
<b>Data Security Standard 10</b>	IT suppliers are held accountable via contracts for protecting the personal confidential data they process and meeting the National Data Guardian's Data Security Standards

Supporting policies and procedures to meet their information governance, data security and protection obligations and enable the CCG to fulfil its information governance responsibilities. These policies provide a framework to bring together all the requirements, standards and best practice that apply to the handling of confidential, business sensitive and personal information and include:

- Data Protection
- Data Quality
- Records Management
- Access to Information
- Freedom of Information
- IT/Network Security (Links to IT provider Policies)

## Policy Review

These policies will be reviewed in two years or earlier if required in response to exceptional circumstances, organisational change or relevant changes in legislation/guidance.

# Data Protection Policy

## Introduction

Shropshire, Telford and Wrekin CCG needs to collect personal confidential information about people with whom it deals in order to carry out its business and provide its services for healthcare. Such people include patients, employees (present, past and prospective), suppliers and other business contacts. The information includes name, address, email address, data of birth, private and confidential information, and sensitive information.

In addition, the CCG may occasionally be required to collect and use certain types of personal information to comply with the requirements of the law. No matter how it is collected, recorded and used (e.g., on a computer or other digital media, on hardcopy, paper or images, including CCTV) this personal information must be dealt with properly to ensure compliance with UK GDPR/DPA18.

The lawful and proper treatment of personal information by the CCG is extremely important to the success of our business and in order to maintain the confidence of our service users and employees. We ensure that personal information is held lawfully and correctly and in line with this policy.

## Keeping data subjects informed

We are required to let patients and other Data Subjects know what Information we collect about them, how we will use it and who we may share it with.

There are a number of methods for achieving this, for example information is posted on our public facing website.

## Data quality and reuse

We will seek to maintain standards of information quality and avoid duplication, inaccuracy and inconsistencies across personal information. We will maintain comprehensive records management policies in order to help avoid excessive retention or premature destruction of personal information.

We will only use personal information where strictly necessary. Wherever it is possible to use anonymised data this will be preferred.

## Data Subjects' rights

We have a Records Management Policy which ensures that individuals can exercise rights over their own personal data in line with UK GDPR/DPA18. Access to the records of the deceased is also covered under the remit of this policy, though these fall outside of the UK GDPR/DPA18 and are dealt with in line with the Access to Health Records Act 1990.

## Record of Processing Activities

As part of its compliance with UK /DPA18 and to provide assurance to its regulatory bodies we must maintains an internal record of processing activities which includes the following: -

- Purposes of the processing
- Description of the data processed
- Details of who we send personal data to
- Details of transfers to third countries including documentation of the transfer mechanism safeguards in place
- Description of technical and organisational security measures

## Security

Personal data should be kept secure at all times. We ensure that there are adequate policies and procedures in place to protect against unauthorised access and against loss, destruction and damage.

# Data Quality Policy

## Introduction

Shropshire, Telford and Wrekin CCG is committed to ensuring the quality of its data, to promote effective decision making and patient safety.

High quality information means better patient care and patient safety, and there could be potentially serious consequences if information is not correct and up to date, both for patients and for the CCG.

Management information produced from patient data is essential for the efficient running of the CCG and to maximise utilisation of resources for the benefit of patients and staff. It supports making effective decisions about the deployment of resources, and in demonstrating the value of the services provided by the CCG.

The CCG requires accurate, timely and relevant patient information to support:

- The delivery of effective, safe patient care
- The delivery of its core business objectives
- The monitoring of activity and performance for internal and external management purposes
- Clinical governance and clinical audit
- Service agreements and contracts
- Healthcare planning
- Accountability
- Compliance with Data Protection Act 2018
- To be able to evidence compliance with regulatory requirements
- Support effective decision making with regards to the deployment of resources

The key obligations upon staff to maintain accurate records relate to:

- Department of Health, Information Governance requirements
- Legal – UK GDPR/DPA18
- Care Records Guarantee
- Freedom of Information Act (2000)
- Environmental Information Regulations (2000)
- Access to Health Records Act (1990)
- Contractual (contracts of employment)
- Ethical (Professional codes of practice)
- Policy (Records Management Policy, Information Governance Policy)
- NHS Constitution

Shropshire, Telford and Wrekin CCG are committed to ensuring and improving where possible the quality of data it uses for all purposes.

## Purpose

The purpose of this policy is to set out what is required by all staff to ensure the quality of data used across the CCG.

It is the responsibility of all staff to ensure the information they generate is legible, complete, accurate, relevant, accessible and recorded in a timely manner. The quality of information produced can have a significant impact on the quality of services that we provide.

Data Quality is essential for:

- Efficient delivery of patient care e.g., by ensuring that patients are given appointments and admission dates based on clinical priority and length of waiting time
- Clinical governance and minimising clinical risk e.g., wrong patient, wrong treatment
- Management information to enable decisions to be made based on sound information, operational and strategic factors and local and national factors.
- Performance measurement against national trends and trends over time, so that we can continually plan improvements for our patients
- As a foundation on which future investment and strategic decisions will be based.
- To support clinical audit and research and development, with a view to improving patient care in the future

All staff need to be able to rely on the accuracy of the information available to them, to provide timely and effective services regardless of whether they are patient facing or central support functions.

To achieve this, all staff need to understand their responsibilities regarding accurate recording of patient data, whether on a computer system or on paper, e.g., case notes.

## Data Quality Standards

The CCG Data Quality Standards are:

### Accurate and up to date

All data must be correct and accurately reflect what happened. Therefore, all reference tables including GPs and postcodes must be updated regularly usually within a month of publication. Every opportunity must be taken to check a patient's demographic details with the patient themselves at every in-patient, out-patient and any associated service in accordance with service area specific Standard Operating Procedures (SOPs) as inaccurate demographics may result in important letters being mislaid, or the incorrect identification of patients. However, it is important to note that the accuracy and timeliness of data does not just relate to patients.

### Valid

Data should be within an agreed format which conforms to recognised national or local standards. Codes must map to national values and wherever possible, computer systems should be programmed to only accept valid entries.

### Complete

Data should be captured in full. All mandatory data items within a data set should be completed and default codes will only be used where appropriate, not as a substitute for real data. The use of mandatory data items on the computer systems is to be encouraged but only where this would not cause undue delay. For key data items which are not mandatory on the computer system, it is vital that a list of records with missing items can be produced, to be actioned later.

## Timely

Data should be collected at the earliest opportunity; recording of timely data is beneficial to the treatment of the patient. All data will be recorded to a deadline which will ensure that it meets national reporting and extract deadlines

## Defined and consistent

The data being collected should be understood by the staff collecting it and data items should be internally consistent. Data definitions should be reflected in procedure documents.

## Coverage

Data will reflect the work of the CCG and not go unrecorded. Spot checks and comparison of data between months can highlight potential areas of data loss. Staff should be cognisant that if something is not recorded there is no auditable proof that something occurred, and as such could be challenged.

## Free from duplication and fragmentation

Patients should not have duplicated or confused patient records, and where possible data should be recorded once, and staff should know exactly where to access the data. Where a duplicate record is created, for example if a record is misplaced, records should be merged once the original is found.

## Security and confidentiality

Data must be stored securely and processed in line with relevant legislation and local policy in relation to confidentiality. All staff must pay due regard to where they record information, what they record, how they store it and how they share information ensuring they comply with national and local requirements, policies and procedures.

## How Data Quality can be improved

Shropshire, Telford and Wrekin CCG acknowledge that good quality data can be achieved by careful monitoring and error correction, but it is more effective and efficient for data to be entered correctly first time. To achieve this, good procedures must exist so that staff can be trained and supported in their work.

Information Asset Owners are responsible for ensuring that there are specific policies or procedures in place in relation to all information assets under their control, which set out as a minimum, when the information asset should be used, how it should be used and by whom and how the quality of data recorded will be monitored.

Where appropriate Information Asset Owners must ensure that training is available for staff to use the asset, and that information risks associated with each asset are actively identified, and being mitigated, ensuring that they provide assurance to the SIRO.

Procedures need to be reviewed at least every three years or in response to changes in legislation, best practice etc., to take account of any changes in national standards and definitions.

Tight version control is essential so that staff in all parts of the CCG are using the same procedures which reflect current data definitions.

# Records Management Policy

## Introduction

This policy sets out the principles of records management for the CCG and provides a framework for the consistent and effective management of records that is standards based and fully integrated with other information governance initiatives within the CCG.

Records management is necessary to support the business of the CCG and to meet its obligations in terms of legislation and national guidelines.

The policy is based on guidance from the NHSx Records Management Code of Practice 2021 and NHS England's Corporate Records Retention and Disposal Schedule 2019. Which provide guidelines for good practice in managing all types of NHS records and highlights the responsibilities of all staff for the records they create or use.

Shropshire, Telford and Wrekin CCG has a statutory obligation to maintain accurate records of their activities and to make arrangements for their safe keeping and secure disposal. All records created in the course of the business of the CCG are public records under the terms of the Public Records Act 1958.

Effective records management is an essential requirement of the commissioning obligations of the CCG. It also recognises the importance of good records management practices to ensure:

- The right information is available at the right time
- Authentic and reliable evidence of business transactions
- Support for decision making and planning processes
- Better use of physical and server space
- Better use of staff time
- Compliance with legislation and standards
- Reduced costs

## Purpose and Scope

This policy applies to employees, agents and contractors working for, or supplying services to the CCG.

The CCG records are part of the organisation's corporate memory, providing the evidence of actions and decisions and representing a vital asset to support daily functions and operations and to:

- Provide guidance to staff to carry out their corporate and personal record management responsibilities to support high quality patient care
- Support the organisation and staff in meeting their obligations in terms of legislation and national good practice guidance
- Provide effective governance arrangements for record management, also known as 'information lifecycle management'

## Definitions

**Records:** Recorded information in any form or medium, created or received and maintained by an organisation or person in the transaction of business or the conduct of affairs.

**Health Records:** Records which consists of information relating to the physical or mental health of an individual and has been made by or on behalf of a health professional in connection with that care.

**Corporate Records:** Records which relate to the corporate business of the CCG such as accounts, minutes and meeting papers and legal and other administrative documents. They may contain personal identifiable information, for example personnel files and should be treated with the same degree of care and security as patient/service user records.

**Records Management:** A discipline which utilises administrative systems to direct and control the creation, version control, distribution, filing, retention, storage and disposal of records, in a way that is administratively and legally sound; whilst at the same time serving the operational needs of the CCG and preserving an appropriate historical record.

**Records Lifecycle:** A period a record exists from its creation/receipt through the period of its 'active' use, then into a period of 'inactive' retention (such as semi-active or closed records which may be referred to occasionally) and finally either confidential destruction or archival preservation.

## Records Management

### Records Creation

All records created in the CCG must be created in a manner that ensures that they are clearly identifiable, accessible, and can be retrieved when required.

All records created in the CCG must be authentic, credible, authoritative and adequate for the purposes for which they are kept. They must correctly reflect what was communicated, decided or undertaken.

Adequate records must be created where there is a need to be accountable for decisions, actions, outcomes or processes. For example, the minutes of a meeting, a clinician's examination of a patient, the payment of an account or the appraisal of a member of staff.

### Records Use and Maintenance

All staff have a duty for the maintenance and protection of records they use. Only authorised staff should have access to records.

The identification and safeguarding of vital records necessary for business continuity should be included in all business continuity /disaster recovery plans.

Any incidents relating to records, including the unavailability and loss, must be reported as an incident using the CCG incident reporting system.

Accuracy of statements i.e., record keeping standards, should pay attention to stating facts and not presenting opinions.

### Records Tracking

Accurate recording and knowledge of the whereabouts of all records is essential if the information they contain is to be located quickly and efficiently. One of the main reason's records are misplaced or lost is that the next destination is not formally recorded.

All services/departments should ensure they have appropriate tracking systems and audit trails in place to monitor the use and movement of records.

## Records Transportation

When records are being transported, whether they are electronic or paper, care should be taken to ensure the safe transition to the new location, whether this be temporary or permanent.

## Records Storage

Records storage areas must provide storage, which is safe from unauthorised access, but which allows maximum accessibility to the records commensurate to its frequency of use.

The following factors must be considered:

- Compliance with Health and Safety and fire prevention regulations.
- Degree of security required.
- User needs.
- Type of records stored.
- Size & quantity of records.
- Usage and frequency of retrievals.
- Ergonomics, space, efficiency and price.

Inactive records sent for storage at the CCG approved facility must be boxed and include a retention date. The Information Asset Owner is responsible for keeping an accurate and up-to-date inventory of all records sent off-site.

## Retention

The minimum length of time that a record is retained by the CCG depends on the type of record. The CCG has adopted the minimum retention schedules published in the Records Management Code of Practice for Health and Social Care 2021.

Records, in whatever format they are held, may be retained for longer than the minimum retention periods, but should not normally be kept for more than 30 years.

Requests for extended preservation are subject to approval by the Audit Committee. This may only happen on grounds of historical archival value, relevance to research or other preserved records.

Information Asset Owners are responsible for determining if a record for which they are accountable should be retained for longer than the minimum retention period. This should be listed in a local retention schedule and communicated to all Information Asset Assistants. Local retention schedules must be approved by the Audit Committee before implementation.

## Disposal and destruction of records

For records that have reached their minimum retention period and there is no justification for continuing to hold them, they should be disposed of appropriately.

Paper records of a confidential nature should either be shredded using a cross shredder to DIN standard 4 or put in confidential waste that is appropriately destroyed by a company contracted to the organisation. Electronic records must be deleted from the device and not simply moved into the Trash folder, known as double deleting.

# Access to Information Policy

## (Subject Access Requests - SAR)

### Introduction

All living individuals have the right under the Data Protection legislation (UK GDPR/DPA18), subject to certain exemptions, to have access to their personal records that are held by the CCG. This is known as a 'Subject Access Request' (SAR).

The UK GDPR/DPA18 applies only to living persons but there are limited rights of access to personal data of deceased persons under the Access to Health Records Act 1990.

Requests may be received from members of staff, service users or any other individual who the CCG has had dealings with and holds data about that individual.

This will include information held both electronically and manually and will therefore include personal information recorded within electronic systems, spreadsheets, databases or word documents and may also be in the form of photographs, x-rays, audio recordings and CCTV images etc.

Anyone making such a requested is entitled to be given a description of the information held, what it is used for, who might use it, who it may be passed on to, where the information was gathered from.

Under UK GDPR individuals must also be provided with information on the expected retention periods of the information held, the right to request rectification or erasure of processing or raise and objection to the processing altogether.

### UK GDPR/DPA18 changes to SAR

Under UK GDPR/DPA18 the right to make a SAR is very similar, with the key changes including:

- Abolition of the £10 administration fee (although "reasonable" fees can be charged for an excessive request or for further copies)
- Information must be provided without delay and at the latest within one month of receipt
- Higher fines for failing to comply: the maximum fine that can be issued by the Information Commissioners Office (ICO) is £17.5 million or 4% of the total annual worldwide turnover in the preceding financial year, whichever is higher and individuals also retain the right to pursue a claim in court

### Scope and Purpose

This policy applies to those members of staff that are directly employed by the CCG and for whom the CCG has legal responsibility. The policy also applies to all third parties and others authorised to undertake work on behalf of the CCG.

The purpose of this policy is to provide a guide to all staff on how to deal with subject access requests received and advise service users and other individuals on how and where to make requests.

## What is a SAR

Subject access is most often used by individuals who want to see a copy of the information an organisation holds about them. However, subject access goes further than this and an individual is entitled to be:

- Told whether any personal data is being processed
- Given a description of the personal data, the reasons it is being processed, and whether it will be given to any other organisations or people
- Given a copy of the personal data
- Given details of the source of the data (where this is available)

Personal data is information that relates to an individual who can be identified either directly or indirectly and includes any expression of opinion about the individual and any indication of the intentions of the information holder or any other person in respect of the individual.

Some types of personal data are exempt from the right of subject access and so cannot be obtained by making a SAR, other conditions to consider:

- All clinical data should be reviewed by a clinician and consideration should be given to redacting any information likely to cause serious harm to the mental or physical health of any individual
- Information supplied by third parties e.g., family members should usually be redacted
- Data and information held from other agencies may be disclosable but should be discussed with the originating body first
- Information should not be disclosed where there is a statutory or court restriction on disclosure e.g., adoption records
- References written for current or former employees are exempt (but not those received from third parties)
- In the case of deceased records, information should not be disclosed where the entry in the records makes it clear that the deceased expected the information to remain confidential
- A personal record may also contain reference to third parties and redaction should be considered by balancing the UK GDPR/DPA18 rights of all parties

## Recognising a SAR

A SAR can be made in writing or verbally; however, the requestor does not need to mention Data Protection/UK GDPR or state that they are making a SAR for their request to be valid. They may even refer to other legislation, for example, the Freedom of Information Act 2000, but their request should still be treated according to this policy.

The following are examples of formal Subject Access Requests:

- “Please send me a copy of my HR file, or medical records”
- “I am a solicitor acting on behalf of my client and request a copy of their medical record (an appropriate authority is enclosed)”
- “The police state that they are investigating a crime and provide an appropriate form requesting information signed by a senior police officer”

Requests should be dealt with within a maximum of one month under UK GDPR subject to the necessity to seek clarification. It is possible to extend this timescale by a further two months where requests are complex however if this is the case the CCG must inform the individual within one month of the request and explain why the extension is necessary.

NHS best practice recommends disclosure within 21 days where a record has been added to in the last 40 days.

The Common Law Duty of Confidentiality extends beyond death. Certain individuals have rights of access to deceased records under the Access to Health Records Act 1990:

- The patient's personal representative (Executor or Administrator of the deceased's estate)
- Any person who may have a claim arising out of the patient's death

A Next of Kin has no automatic right of access, but professional codes of practice allow for a clinician to share information where concerns have been raised. Guidance should be sought from the Caldicott Guardian in relation to requests for deceased records.

A SAR can be made via any of, but not exclusively, the following methods:

- Email
- Post
- Social media
- CCG website
- Verbally

### **Requests made about or on behalf of other individuals**

A third party, e.g., solicitor, may also make a valid SAR on behalf of an individual.

Where a request is made by a third party on behalf of another living individual, appropriate and adequate proof of that individuals consent or evidence of a legal right to act on behalf of that individual e.g., power of attorney must be provided by the third party.

### **Requests on behalf of a child**

Even if a child is too young to understand the implications of subject access rights, information about them is still their personal information and does not belong to anyone else, such as a parent or guardian.

So, it is the child who has a right of access to the information held about them, even though in the case of young children these rights are likely to be exercised by those with parental responsibility for them.

Before responding to a SAR for information held about a child, you should consider whether the child is mature enough to understand their rights. If the clinician responsible for the child's treatment plan is confident that the child can be considered competent under Gillick/Fraser guidelines, has the capacity to understand their rights and any implications of the disclosure of information, then child's permission should be sought to action the request.

Further clarification guidance is still awaited in relation to the rights of children under UK GDPR/DPA18.

The Information Commissioners Office (ICO) has indicated that in most cases it would be reasonable to assume that any child that is aged 12 years or more would have the capacity to make a Subject Access Request and should therefore be consulted in respect of requests made on their behalf.

The Caldicott Guardian should also be consulted on whether there is any additional duty of confidence owed to the child or young person as it does not follow that just because a child has capacity to make a SAR, that they also have the capacity to consent to sharing their personal information with others, as they may still not fully understand the implications of doing so.

## Requests for personal information – Police/HMRC

Requests for personal information may be made by the above authorities for the following purposes:

- The prevention or detection of crime
- The capture or prosecution of offenders
- The assessment or collection of tax or duty

A formal documented request signed by a senior office from the relevant authority is required before proceeding with the request.

The request must make it clear that one of the above purposes is being investigated and that not receiving the information would prejudice the investigation.

These types of requests must be considered by a senior manager or the SAR team on a case-by-case basis before any decision or action is taken to release information.

## Court Orders

All Court Order requesting personal information about an individual must be complied with.

## Subject Access Request Process

Requests for information held about an individual must be directed to the Patient Services Team.

The Patient Services team will acknowledge the request and log it and notify the requestor of the next steps. The requestor may be asked to complete an application form to better enable the CCG to locate the relevant information.

***It is important that a SAR is identified and sent to the Patient Services team quickly to ensure the request can be responded to within one month of receipt.***

## Responding to requests

A detailed Standing Operating Procedure has been produced which gives full details as to how the CCG responds to individual SAR. Copies of the Standard Operations Procedures are available through the Patient Services team.

It is essential though that a log of all requests received is maintained and includes:

- Date received
- Date response due (within one month)
- Applicants' details
- Information requested
- Exemptions applied, if applicable
- Details of decisions to disclose information without the subject's consent (if applicable)
- Details of information to be disclosed and the format in which they were supplied
- When and how supplied (for example, hard copy and by post)

## Performance monitoring

The CCG will ensure that monitoring and evaluation of the implementation of SAR takes place on a regular basis. The Patient Services Team will report progress reports to the Audit Committee and will include following:

- Number of requests
- Incidents/Breaches in response times (detailed exception reports)
- Complaints

# Freedom of Information (FOI) Policy

## Introduction

The Freedom of Information Act (2000) came into effect for all public authorities in January 2005. Since then, all requests for information have had to be answered in accordance with the Freedom of Information (FOI) Act 2000 or the Environmental Information Regulations 2004 (EIR).

The Freedom of Information Act gives a general right of access to all types of recorded information held by public authorities. Disclosures are subject to the application of relevant exemptions contained within the Act.

Under the Act, Shropshire, Telford and Wrekin CCG must consider all requests for recorded information it receives and must:

- Inform the applicant whether the information is held
- And supply the requested information subject to the application of relevant exemptions contained within the Act

We remain committed to promote a culture of openness and accountability to enable you to have a greater understanding of how we carry out our duties, how we make decisions and how we spend public money.

The FOIA is fully retrospective and covers all information held in a recorded format. The deadline for a public authority to respond to requests made under the Act is 20 working days, although there are some circumstances where this may be extended under the terms of the legislation.

A request for information under the general rights of access must be:

- FOI - Received in writing
- EIR – Received verbally or in writing
- State the name of the applicant and an address for correspondence
- Clearly describe the information requested

Requests can also be made electronically via email.

## Exemptions

The rights within the Act may be limited by applying certain exemptions. Several sections of the Act confer an absolute exemption on information. There are 23 exemptions from the rights of access under the Act. These exemptions mark out the limits of the right of access to information under the Act. Further details about applying exemptions can be obtained from the FOI team.

Other sections of the FOI Act direct the CCG to weigh up whether the public interest in maintaining the bar on confirmation/denial or in maintaining the exemption is greater than the public interest in disclosing whether the public authority holds the information, or in disclosing the information at all. In some cases, if an exemption applies the CCG may be obliged to disclose the information if the public interest test outweighs the exemption.

## Refusal of requests

Shropshire, Telford and Wrekin CCG is obliged to disclose information requested under the Act unless an exemption applies to the information requested. If the CCG refuses a request, the applicant should be informed, at the same time as notification of the exemption, of the procedure to follow if the requester is not satisfied. This procedure includes an internal review by the CCG, if the requester is not happy with the findings of the internal review, then they should be directed to make a complaint to the ICO. Further details of dealing with FOI refusals should be sought from the MLCSU FOI Team [MLCSU.FOIteam@nhs.net](mailto:MLCSU.FOIteam@nhs.net)

If a request is made for information that is subject to a current piece of work and premature disclosure is not deemed in the public interest, then the CCG can withhold the information temporarily. If withheld, then an indication of when the information will be available should be given.

## Release of employee names and details

As a public authority, there is a recognised justification for the disclosure of some employee names and contact details. Board member and other staff members whose name are already published on the CCG's website will be released without seeking additional consent.

Those staff with public facing roles will have work contact details routinely released however, for other staff, consent will normally be sought if release is deemed appropriate. Personal contact details (home address, home telephone number or personal email address) will **never** be released in response to a request under the Act.

## Time limits for compliance with requests

The CCG has a statutory obligation to comply with the Freedom of Information Act and has established systems and procedures to ensure that the organisation complies with the Act and to provide the information requested within 20 working days of a request.

Compliance with the 20-day time limit arising from FOI requests is also monitored.

If the CCG chooses to apply an exemption to any information, or it exceeds the appropriate limit for costs of compliance, a notice shall be issued within twenty working days informing the applicant of this decision.

## What to do if you receive a request for information

**If a member of staff receives a request, it must be passed to the FOI Team immediately.**

Failure to do this may result in a delay in processing the request and complying with the Law.

All requests should be sent to [mlcsu.foiteam@nhs.net](mailto:mlcsu.foiteam@nhs.net)

## Monitoring and Evaluation

The CCG will ensure that monitoring and evaluation of the implementation of FOI takes place on a regular basis. The FOI team will report progress reports to the Audit Committee and will include following:

- Number of requests
- Breaches in response times (detailed exception reports)
- Justification of exemptions
- Complaints
- Any requests escalated to the ICO

# Network and IT Security Policies

## Links to IT Provider policies

The following policies are in place and are available from the Midlands and Lancashire CSU upon request.

- Anti-Virus Policy
- IT Acceptable Use Policy
- Asset Management Policy
- IT Encryption Policy
- IT Vulnerability Management Policy
- Network Security Policy
- User Account Management Policy
- Password Management Policy

## Registration Authority Policy and Procedure

The Midlands and Lancashire CSU provide Registration Authority services to the Shropshire, Telford and Wrekin CCG and the following policy is available upon request:

- Midlands and Lancashire CSU Local Registration Authority Policy

## Appendix A - Information Governance Management Framework

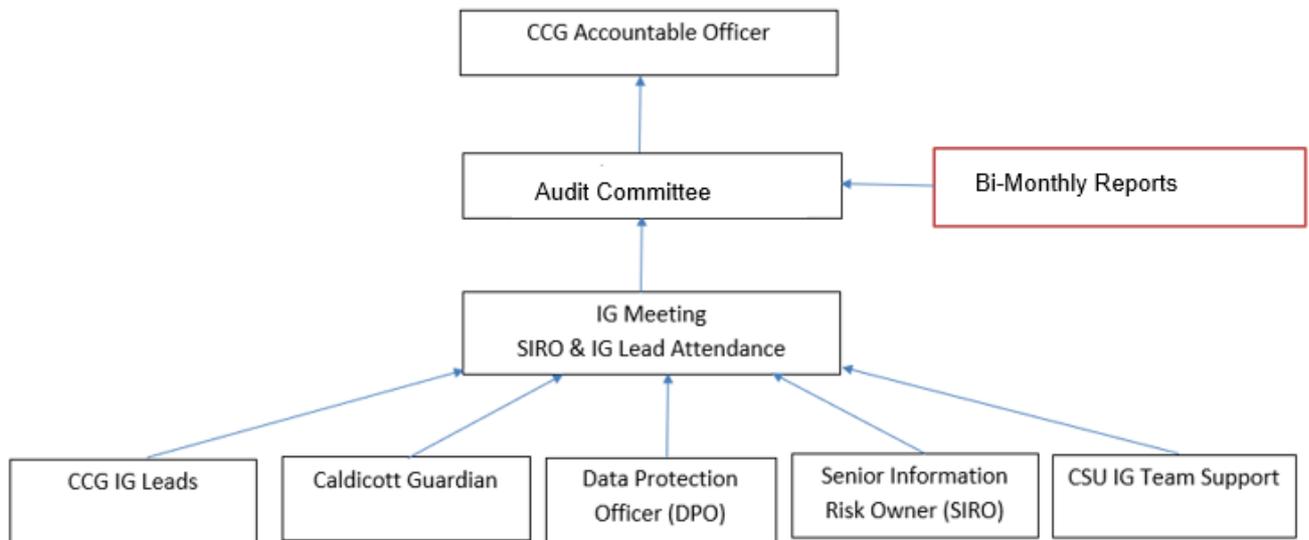
	Requirement	Detail
Senior Roles within the CCG	<b>Accountable Officer:</b> Mark Brandreth	The Chief Officer as Accountable Officer of the Shropshire, Telford & Wrekin CCG has overall accountability and responsibility for Information Governance in the CCG and is required to provide assurance through the Annual Governance Statement that all risks to the organisation, including those relating to information, are effectively managed and mitigated.
	<b>Senior Information Risk Owner and Executive IG and Cyber Security Lead:</b> Claire Skidmore Executive Director of Finance	<p>The Senior Information Risk Owner (SIRO) is an Executive Director of the Shropshire, Telford &amp; Wrekin CCG Board. The SIRO is expected to understand how the strategic business goals of the CCG may be impacted by information risks. The SIRO will act as an advocate for information risk on the Board and in internal discussions and will provide written advice to the Accountable Officer on the content of their Annual Governance Statement in regard to information risk.</p> <p>The SIRO will provide an essential role in ensuring that identified information security threats are followed up and incidents managed. They will also ensure that the Board and the Accountable Officer are kept up to date on all information risk issues.</p> <p>The role will be supported by the Midlands and Lancashire Commissioning Support Unit Information Governance Team and the Caldicott Guardian, although ownership of the Information Risk Agenda will remain with the SIRO.</p> <p>The SIRO will be supported through a network of Information Asset Owners and Assistants who have been identified and trained throughout the organisation.</p> <p>The SIRO is also appointed to act as the overall Information Governance lead for the CCG and co-ordinate the IG work programme.</p> <p>The Executive IG Lead role has been assigned as Department of Health response to the Caldicott 2 Review contains an expectation that organisations across health and social care strengthen their leadership on information governance.</p> <p>The IG lead is accountable for ensuring effective management, accountability, compliance and assurance for all aspects of IG, although the key tasks are likely to be delegated to an Operational IG Lead.</p>
	<b>Caldicott Guardian:</b> Alison Smith Director of Corporate Affairs	<p>The Shropshire, Telford &amp; Wrekin CCG Caldicott Guardian has particular responsibility for reflecting patients' interests regarding the use of patient identifiable information and to ensure that the arrangements for the use and sharing of clinical information comply with the Caldicott principles.</p> <p>The Caldicott Guardian will advise on lawful and ethical processing of information and enable information sharing. They will ensure that confidentiality requirements and issues are represented at Board level and within the Shropshire, Telford &amp; Wrekin CCG overall governance framework.</p>

	<b>Requirement</b>	<b>Detail</b>
	<b>Data Protection Officer</b> Hayley Gidman Information Governance Lead (Midlands and Lancashire Commissioning Support Unit)	<p>The Data Protection Officer (DPO) reports to the SIRO. This ensures the DPO can act independently, without a conflict of interest and report direct to the highest management level.</p> <p>The DPO is responsible for ensuring that the CCG and its constituent business areas remain compliant at all times with data protection, privacy &amp; electronic communications regulations, freedom of information act and the environment information regulations.</p> <p>The DPO shall lead on the provision of expert advice to the organisation on all matters concerning the information rights law, compliance, best practice and setting and maintaining standards.</p>
	<b>CSU Information Governance Lead:</b> Hayley Gidman, Information Governance Lead (Midlands and Lancashire Commissioning Support Unit)	<p>The key purpose of the role is to ensure the Shropshire, Telford &amp; Wrekin CCG successfully achieves the required level of compliance across all requirements of the NHS Digital Information Governance Toolkit.</p> <p>The post holder will support the CCG to ensure the establishment of corporate standards and a consistent CCG wide approach to Information Governance and will be responsible for assuring the implementation of a range of policies, processes, monitoring audits and training and awareness mechanisms to ensure a high level of compliance.</p>
	<b>Information Governance Organisational Lead:</b> Laura Clare Deputy Director of Finance	<p>The key purpose of the role is to ensure the Shropshire, Telford &amp; Wrekin CCG successfully implements a range of policies, processes, monitoring audits and training and awareness mechanisms to ensure a high level of compliance with Information Governance &amp; Information Security.</p> <p>The post holder will ensure the implementation of corporate standards and a consistent organisation wide approach to Information Governance &amp; Information Security.</p>
	<b>Information Governance and IT Operational Manager</b> Sara Spencer	<p>The postholder will support the IG Lead, to deliver and promote strong information governance practices within the CCG, ensuring that all aspects of the Data Security and Protection Toolkit are delivered.</p>
<b>Key Governance Bodies</b>  A group, or groups, with appropriate authority should have responsibility for the IG agenda.	<b>Audit Committee</b>	<p>The Audit Committee is responsible for overseeing day to day Information Governance issues, developing and maintaining policies, standards, procedures and guidance, coordinating and raising awareness of Information Governance in the CCG.</p>
<b>Resources</b>  Details of key staff roles	<b>Dedicated Information Governance Staff</b>	<p>Information Governance Business Partners</p> <p>Name: Cathy Simpson            Email: <a href="mailto:cathy.simpson@nhs.net">cathy.simpson@nhs.net</a></p> <p>Name: Helen Butler            Email: <a href="mailto:helen.butler@nhs.net">helen.butler@nhs.net</a></p> <p>Deputy Head of Information Governance</p> <p>Name: Emma Styles            Email: <a href="mailto:emmastyles@nhs.net">emmastyles@nhs.net</a></p> <p>Head of Information Governance</p> <p>Name: Hayley Gidman            Email: <a href="mailto:Hayley.gidman@nhs.net">Hayley.gidman@nhs.net</a></p>

	<b>Requirement</b>	<b>Detail</b>
<b>Governance Framework</b>  Details of how responsibility and accountability for IG is cascaded through the organisation.	<b>Information Asset Owners</b>	<p>Information Asset Owners are senior individuals involved in running the relevant business.</p> <p>The IAOs role is to:            Understand and address risks to the information assets they 'own';            and            Provide assurance to the SIRO on the security and use of these assets.</p> <p>Information Asset Owners have been nominated across the whole organisation and have received specialist information risk training to allow them to be effective in their role.</p>
	<b>Information Asset Assistants</b>	<p>The Information Asset Assistants and will:</p> <p>Ensure that policies and procedures are followed            Recognise potential or actual security incidents            Consult their IAO on incident management            Ensure that information assets registers are accurate and maintained up to date.</p> <p>Information Asset Owners have received specialist information risk training to allow them to be effective in their role.</p>
	<b>Employment Contracts</b>	<p>All staff and those undertaking work on behalf of the CCG need to be aware that they must meet information governance requirements and it is made clear to them that breaching these requirements, e.g. service user confidentiality, is a serious disciplinary offence.</p> <p>This is supported by the inclusion of clauses within staff contracts both for substantive and temporary staff that cover Information Governance standards and responsibilities with regard to data protection, confidentiality, and information security.</p>
	<b>Contracts with Third Parties</b>	<p>The CCG must ensure that work conducted by others on their behalf meet all the required Information Governance standards. Where this work involves access to information about identifiable individuals it is likely that the CCG will be in breach of the law where appropriate requirements have not been specified in contracts and steps taken to ensure compliance with those requirements.</p> <p>Therefore, the CCG endeavours to ensure that formal contractual arrangements that include compliance with information governance requirements are in place with all contractors and support organisations.</p>

	Requirement	Detail
<b>Training and Guidance</b>  Staff need clear guidelines on expected working practices and on the consequences of failing to follow policies and procedures. The approach to ensuring that all staff receive training appropriate to their roles should be detailed.	<b>Information Governance Handbook</b>	Purpose of the Handbook: To inform staff of the need and reasons for keeping information confidential To inform staff about what is expected of them To protect the organisation as an employer and as a user of confidential information This Handbook has been written to meet the requirements of: The Data Protection Act 2018 The General Data Protection Regulations 2016 The Human Rights Act 1998 The Computer Misuse Act 1990 The Copyright Designs and Patents Act 1988 A Guide to Confidentiality in Health and Social Care (NHS Digital)  This Handbook has been produced to protect staff by making them aware of the correct procedures so that they do not inadvertently breach any of these requirements.  If the Handbook is breached, then this may result in legal action against the individual and/or organisation as well as investigation in accordance with the organisation's disciplinary procedures.
	<b>Training for all staff</b>	All staff will receive basic IG Induction training via ESR or delivered online by the IG Team.  Refresher training will then be conducted through face to face training sessions facilitated by the Information Governance Business Partners or via ESR online.
	<b>Specialist IG training</b>	As required specialist IG training will be provided across the organisation for those staff that are given additional responsibility for IG within their areas. Current specialist training includes: <ul style="list-style-type: none"> <li>• Information Risk Training</li> <li>• DPIA</li> <li>• FOI</li> <li>• SAR</li> </ul>
<b>Incident Management</b>  Clear guidance on incident management procedures should be documented and staff should be aware of their existence, where to find them, and how to implement them.	<b>Documented Procedures and Staff Awareness</b>	Incident Management in the CCG is covered in the following organisational policies and Procedures: <ul style="list-style-type: none"> <li>• Information Governance Policy</li> <li>• Information Governance Handbook</li> <li>• Incident Risk Reporting Policy</li> </ul> Staff awareness is raised through the following ways: <ul style="list-style-type: none"> <li>• Staff Induction</li> <li>• Information Governance Training</li> <li>• Incident Risk Training</li> </ul>

**Structure Chart – Information Governance Management Framework**





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Professional Development

Trainee Development - Gold



Mental Health Innovation Award 2017  
Innovative Organisation of the Year 2016



Winner: Value and improvement in use of IT to drive value in non-clinical support services 2016 (with Birmingham CrossCity CCG)



**PEN National Awards 2016**  
*Re:thinking the experience*

Winner: Commissioner of the Year 2016

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