

Information Governance and You



GIG
CYMRU
NHS
WALES

Addysg a Gwellfa Iechyd
Cymru (AaGIC)
Health Education and
Improvement Wales (HEIW)

Staff guides

What can you do to make Information Governance a success?

There are several general things you can do to assist your organisation

Don't be afraid of change

Information Governance merely pulls together all the information handling standards and legal rules into one framework.

Participate in education and training opportunities

Take up any education and training offered to develop your awareness of the legal and organisational requirements when handling information. Currently there is facilities for eLearning and face to face training platforms available and should be completed at regular intervals.

Participate in assessments of Information Governance in your area

This will enable you to develop and strengthen your understanding of Information Governance, and also assist your organisation to improve the way in which information is handled.

Help your department achieve best practice

Make sure you follow the relevant procedures or protocols in your organisation, as failure to do so could impact on the whole department.

Don't be afraid to speak up about shortcomings

If you have any concerns about standards or practices in your department, talk with other members of your team or your supervisor or manager.

Ensure that errors give rise to learning

A culture of blame is not conducive to improvement being made and lessons can usually be learnt from shortcomings allowing good practice for the future.

Keep personal information secure

Ensure confidential information is not unlawfully or inappropriately accessed. You must comply with your organisation's IT Security procedures. Do not share your NADEX identification and password with others. Ensure you "log out" if you have finished using a computer or "lock" using ALT, CTRL and DELETE (and enter) if you are leaving your desk. Do not leave confidential paper records unattended. Lock cupboards and filing cabinets where personal information is stored.

Keep personal information confidential

Only disclose personal information to those who legitimately need to know to carry out their role.

The information the Primary Care team needs to know may be different from the requirements of some staff working in Finance. Bear in mind that you could be overheard and do not discuss personal information about your organisation including what you may have seen on the bus, in corridors, lifts or the canteen!

Ensure that the personal information you use is obtained fairly

Inform patients/service users of the reason their information is being collected.

Organisational compliance with the Data Protection legislation depends on employees acting in accordance with the law. Legislation states that information is obtained lawfully and fairly if individuals are informed of the reason their information is required, what will generally be done with that information and who the information is likely to be shared with.

Patients/service users will also be informed of their rights through 'Privacy Notices'.

Make sure the information you use is correct

Ensure the information you record is accurate, legible and complete and if possible, verify personal information with patients/service users.

Information quality is an important part of Information Governance. There is little point in putting protocols in place to protect information if the information is inaccurate.

You should give patients and service users the opportunity to check information held about them and allow them to point out any mistakes.

You should encourage them to inform the organisation if any of their details have changed. If your organisation has an information leaflet about the importance of providing accurate information, ensure patients/service users have access to it.

Please note: Under Data Protection legislation, individuals have the right to request that inaccuracies in their records are corrected or have the right to be forgotten.

Make sure the records/documents you create are appropriately accessible

Where there are locally determined rules for record/document creation and filing ensure you comply with them.

Organisations need to be able to locate and retrieve information, where and when it is needed; you can assist this process by adhering to the procedures for record/document creation, for example- file names, version control and filing/storage.

Only use personal information for the purpose for which it was given

Use the information in an ethical way. This means that personal information that was given for one purpose, for example- treatment, should not be used for a totally separate purpose, (for example- research), unless the individual gives consent to the new purpose.

Share personal information appropriately and lawfully

Obtain consent before sharing personal information with others.

If you are providing social care and you believe that a service user requires NHS treatment, you should ordinarily obtain the individual's consent before sharing their details, for example- with a health visitor or General Practitioner.

Similarly, if a patient requires referral to another agency, for example- from NHS to Social Services, check that the patient has agreed to be referred, and is fully aware of and consents to their personal information being passed to that other agency.

Comply with the law and local policies and procedures

Ignorance of the law is not usually a defence for breach.

Your organisation will have spent time and money ensuring that its policies and procedures comply with the law and do not breach patient/service user rights. Whilst you may not need to know what all the specific rights are, if you comply with these policies and procedures you are unlikely to break the law.



Security Status



Private Security



Secured Access



Personal Data Protection



Data Protection

Contact

If staff have any queries in relation to Information Governance, please contact the Corporate Governance Manager via:

Email: