



INFORMATION GOVERNANCE Bulletin

January 2022
Issue 29

Contact us for any Data Protection concerns, including requests for erasure, correction or for data breaches. Reportable breaches must be notified to the ICO within 72 hours via the Information Governance in the Trust. For complaints relating to the processing of personal data, the Information Governance Department may need to respond directly to complainants - **seek our advice!**

INSIDE THIS ISSUE

1. BHSCT data breaches
2. How can I avoid a data breach?
3. A good news story
4. Reporting on DATIX
5. Online Data Protection Training via MS Teams
6. Other training dates
7. Quality Improvement Audit Policy
8. iFIT Casenote Tracking

1. BHSCT data breaches making the headlines



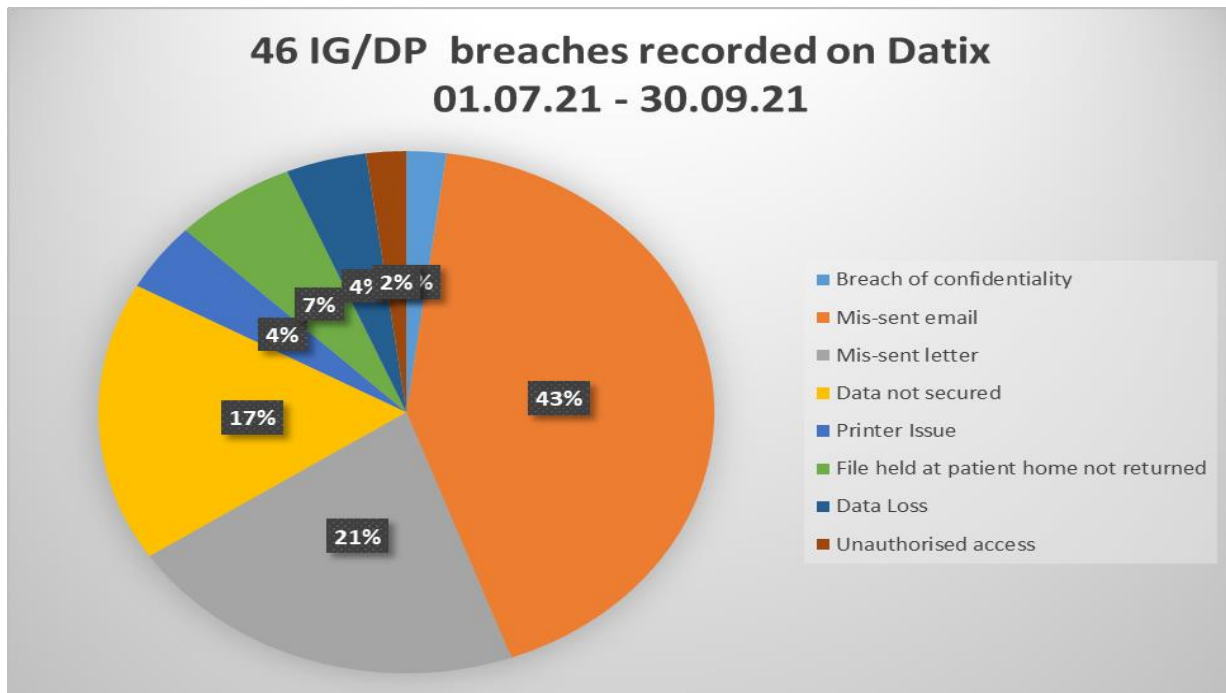
In September, a member of the public was able to gain access to an unlocked multidisciplinary facility in Knockbracken. Personal identifiable information was visible and left susceptible to theft. Incidents such as this result in not only reputational damage but also can cause great distress to service users whose sensitive information we are entrusted with. A simple last-minute check around the office and surrounding corridors, would have prevented this from happening.



In November, office furniture was decommissioned and given to a local charity shop. The set of drawers contained 5-year-old Staff data and corporate documents. The corporate documents were already in the public domain and presented no security risk but again, the Trust has suffered reputational damage. Those staff whose personal data was compromised were informed and made aware of their right to complain.

Other potential consequences of a data breach are litigation, ICO fine or an ICO enforcement notice.

2. How can I avoid a data breach?



As you can see from the graphic above, human error continues to be the main source of data breaches reported, with mis-sent emails accounting for 43% of this quarter's breaches.

During busy times a misspelt email address, an incorrect printer code or a mislabelled envelope can result in breaches of confidentiality for both staff and service users. Lack of attention to the smallest details can cause the biggest distress, so please be vigilant!

Please continue to contact us at the Data Protection Office with any queries regarding actual or potential data breaches, ideally within 24 hours. We will confirm if a breach has occurred and provide you with advice and guidance on the best steps to take to rectify the issue.

- **Attend Mandatory Data protection Training every 3 years (dates below)**
- **Read the policy – ICT/Transportation of Records/data protection policy**
- **Check before you send! Check email, check contents, check address**
- **Lock it away – lock information away, lock your cabinets, lock your doors, lock your buildings**
- **Know your responsibilities - how to encrypt, how to store securely, who to share it with.**

3. A good news story!

Medical Secretary Karen Patterson came across a set of medical notes on the Lisburn Road recently and went out of her way to return them safely to the Bradbury Centre. By doing so, Karen helped prevent another data breach and subsequent reputational damage to the Trust, not to mention service user distress, protecting the Trust against litigation and a potential fine or regulatory action from the ICO.

★ for Karen!

4. Reporting on Datix – FAQs

DATIX is BHSCT’s system for recording any event or circumstances that could have or did lead to harm, loss or damage to people property, environment or reputation.

All Data breaches should be recorded onto DATIX

It is crucial to log your data breach incident under Category - Information Governance

What is an Information Governance / Data Protection Incident?

We need to hear about mis-sent emails, lost files, mis-sent letters, wrongly addressed envelopes, lost iron keys, files disposed of after death, printer errors, inappropriate access to systems, notes lost in transit...anything that involves the temporary or permanent loss of personal information.

Who can report an incident?

It is the responsibility of **ALL** staff who are involved, witness to, or become aware of an incident, to ensure it is reported. It is important to be aware that Datix reports are discoverable and can be requested under a Subject Access Request.

How can I record an incident?

Any member of staff with PC access can report an incident using “I Want To” option on the HUB. Any staff groups with no PC access like Domiciliary Care, Transport or PCSS should report an incident to their manager for recording on Datix.

[Datixweb for Incidents read only guidance](#)

[Dashboards Guidance](#)

5. Online Be Data Wise and Data Secure Training via MS Teams – dates for your diary – <https://forms.office.com/r/z5fpHsQQp8>

Thursday 10th February 14.00 – 15.00

Monday 28th February 10.00 – 11.00

Friday 11th March 10.00 – 11.00

Wednesday 23rd March 11.00 – 12.00

6. Other training activities available:

Incident management training <https://forms.office.com/r/KgApYyys8V>

Redaction <https://forms.office.com/r/k6ZyjN1yPJ>

7. Quality Improvement / Audit Policy

[Click here for link to Policy](#)

This policy applies to all healthcare professionals participating in **clinical audit**, **service evaluation** or **continuous quality improvement projects** within the Belfast Trust. The purpose of this policy is to provide guidance to ensure that there is a standardised approach to carrying out quality improvement and audit initiatives within the Trust. It covers issues such as:



DOS

- Only record an "Audit ID" on the data collection form
- Keep separate sheet of paper linking Audit ID to the hospital number
- Data collection should be limited to the data relevant to identified standards used in the audit.
- Both paper and electronic data should be kept securely.



DON'TS

- Include personal data (Name, Age etc)
- Do not destroy data collection forms once the project is complete but disposed of in accordance with Trust disposal policy.

In order to ensure there is a central resource for holding information on all QI activity, staff within the Trust should register their QI projects with the Quality Improvement and Patient Safety Department electronically by means of an electronic logging form.

For further information please contact QualityandAudit@belfasttrust.hscni.net

8. iFIT Casenote Tracking



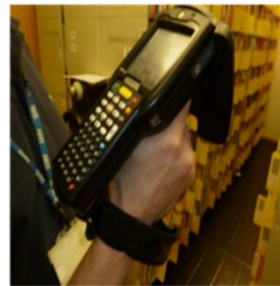
The 3rd phase of iFIT Casenote tracking system went live on 23rd November 2021. The BCH and MPH records now are available in iFIT along with other charts including RVH, MIH, Dental and Children's. In addition to the regular tracking history, this system includes RFiD real time tracking to show the movement of charts throughout the sites. A chart that is RFiD tagged will be read on readers located in various locations throughout the acute sites and with innovative hand-held 'go find' devices, this enables charts to be located much more easily and in a fraction of the time.



Hand-held scanner to scan chart barcodes



Sample of an RFiD reader, these are most frequently hidden behind ceiling tiles



A 'go find' device which is used to locate records logged on the system as 'missing'. It picks up the RFiD tag and alerts the user when the missing chart is nearby!

For further information, please contact Angela Mervyn on 02895 043268 or by email – angela.mervyn@belfasttrust.hscni.net