



INFORMATION GOVERNANCE Bulletin

Bulletin
September 2021
Issue 28

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!**

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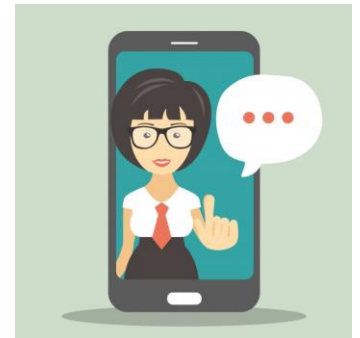
1. Recording of Staff by Service Users

This guidance is for staff who as part of their job role are involved with service users, relatives and visitors who wish to or engage in recording both audio and visual images of Trust staff, whether overt or covert in their actions.

This guidance will ensure that:

- Staff are aware of their rights to privacy
- Staff are aware of the legal rights of service users
- Staff can identify when recording is clearly not being used for legitimate purposes
- Staff are provided with advice on how to respond and who to contact

Please see link below for further details – please also share this with colleagues who cannot access and raise at team meetings. [CLICK HERE](#)



2. Subject Access Requests / SARs

Our Service Users have the right to ask us for access to their personal health information. They can ask for this in writing, verbally and even via the BHSCT's social media apps, Facebook, Instagram and Twitter.

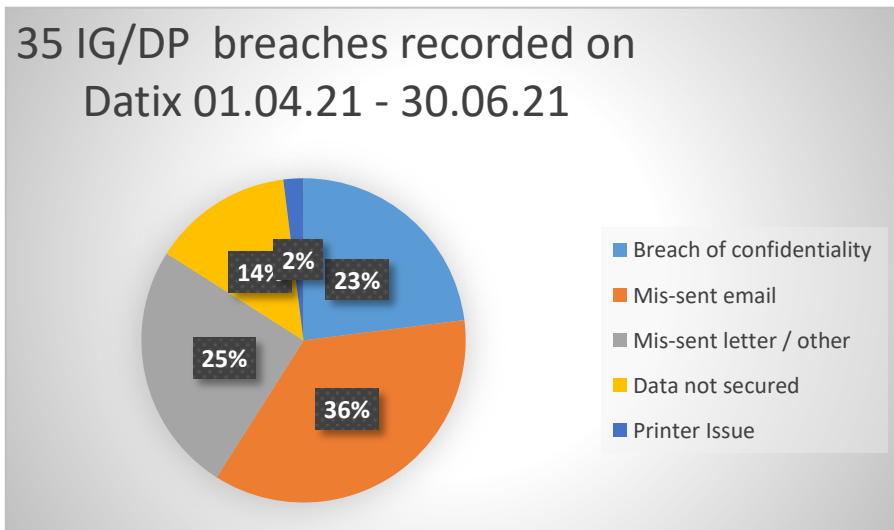
The Medical Legal and Data Protection Offices process on average 10,000 SARs per year, some of which have a response timeframe of 30 days, whilst other more complex cases can be extended to 90 days.

Services can avail of our on-line redaction training, to ensure the removal of third party information and to prevent notes having to be returned to Services for further redaction.

For any queries regarding SARs, redaction or to forward requests from Courts, Solicitors and service users etc. Please use our dedicated email address DataProtection@belfasttrust.hscni.net or medlegalservs@belfasttrust.hscni.net



3. What Happens to Personal Data? Data Breach Incidents recorded on DATIX April – July 2021



As you can see from the graph above, human error continues to be the main source of data breaches reported, with mis-sent emails accounting for 36% 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! [Top Tips for Safer Email Delivery v1.0](#)

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.

4. Delivering online Data Protection training via Webinars

As part of on-going efforts to improve our ability to provide essential training during these difficult times, we are moving to Microsoft Webinar to host our training sessions for both Data Protection and Archiving Records. This brings with it many advantages regarding your ability to share information and feedback with us and our ability to accurately update training records while demonstrating that we are meeting auditable goals. The Webinars will be bookable through HRPTS but will then be accessed through MS Teams. We would continue to encourage that anyone attending the training try to use a video enabled device as we see better engagement when these are used. It is also important that you register individually for the training on HRPTS as the meeting link will only be sent to those that have completed the registration form. People "sitting in" on the training will not receive accreditation for attending. Please contact the Data Protection for further information.

Online DP training is still available at <http://elearning.belfasttrust.local/>



Need More Information?

Contact:

General Manager HSC Records

PatriciaM.McAteer@belfasttrust.hscni.net

Tel: 028 9504 8207

Data Protection Officer:

Gillian.Acheson@belfasttrust.hscni.net

Tel: 028 9504 6955

Asst. Data Protection Officer:

Cathy.Cole@belfasttrust.hscni.net

Tel: 028 9504 6925

Information Governance Manager:

Hilary.Waugh@belfasttrust.hscni.net

Tel: 028 9504 6641

Subject Access Requests (Community):

DataProtection@belfasttrust.hscni.net

Or global list as DataProtection-SM or

Tel: 028 9504 6955

Subject Access Requests (Acute):

medlegalservs@belfasttrust.hscni.net or

global address MedLegalServs-SM or

Tel: 028 9504 0726.

Acute Records

Cathrine.Rogan@belfasttrust.hscni.net

Tel: 028 9504 7664

New Contact!

Corporate Records (Community Services)

Ross.Morgan@belfasttrust.hscni.net

Tel: 028 9504 7002



To download our IG Posters Click [HERE](#)

5. Privacy notice for Patients - Protecting and using your information June 2021

Please see link below regarding Patient and Service Users information. In this document, we explain what is collected, how it is collected, what it is used for, who it may be shared with and how you can access your information. [CLICK HERE](#)

6. Information Asset Owners Training Dates

Information asset owners are senior/responsible individuals in the BHSCT –normally Co-Director Level.

Their role is to understand what information is held, what is added and what is removed, how information is moved, and who has access and why. As a result, they are able to understand and address risks to the information and ensure that information is fully used within the law for the public good.

Bespoke IAO training has been scheduled for Thursday 16th September and Thursday 7th October for all new and existing IAOs. This training highlights for IAO's, the importance of cybersecurity and other pertinent issues.

If you are interested in attending, please contact dataprotection@belfasttrust.hscni.net

7. Training dates for Data Protection - MS Teams Webinar

Please book via HRPTS



Click on:

[Course Catalog](#) > [Belfast HSC Trust](#) > ['Statutory/Mandatoryatrix](#) > [Statutory/Mandatory for all staff](#) > [Be Data Wise & Data Secure – DP only](#)

27th September 2021 - 2p.m to 3p.m.

18th October 2021 - 2p.m to 3p.m.

29th November 2021 - 2p.m to 3p.m.

8. Secure Offsite Storage of Records Contract Update

The regional secure offsite storage of records contract has been awarded to four secure offsite storage contractors from 1st August 2021, John Morgan & Sons, Oasis Group, Fileservice Ltd and Coastways Records Management.

Please note: Iron Mountain are no longer on the contract. If you have a query and wish to discuss the contract or offsite storage arrangements, please contact, Patricia McAteer, General Manager Health and Social Care Records, Tel: 028 95 048207 or email

patriciam.mcateer@belfasttrust.hscni.net or Cathrine Rogan, Senior Manager Health and Social Care Records, Tel: 028 95 047664 or Email Cathrine.rogan@belfasttrust.hscni.net

Patricia and Cathrine have been in contact with Managers who have accounts with Iron Mountain and further contact will be made in the coming weeks.

And Finally...



Intrepid Records Manager Ross Morgan recently braved an abandoned Victorian hayloft where he discovered several items of historical interest; including this vaccination register dating back to 1846! The Public Records Office of Northern Ireland (PRONI) have been advised and are expected to conserve this and other similar items located.

If you service still holds any very old registers/ledgers and files please contact Patricia McAteer General Manager HSC Records

Form G.—VACCINATION REGISTER, to be laid before the Committee of Management at each Ordinary Meeting.

Year 1846 Date.	NAME.	Place of Residence.	Age.		
			Years.	Months.	Days.
May 26	Christiana Dempster	Whistler	1	"	"
"	Sarah Doak	Ganmore	"	5	"
"	Adam Dempster	Brimford	"	9	"
"	Mary Moore	Barrowmore	"	11	"
"	Agnes Gandy	Stamstown	"	5	"
"	Wm. Bro. Burt	"	"	"	"
"	Annabella Wilson	Barrowmore	"	1	"
"	Mary D. Gimpsey	Stamstown	"	"	"
"	Andrew Kennedy	"	"	"	"
"	Mary Reid	Barrow Hill	"	"	"
"	Sam. Miller	Millisle	"	"	"
"	William Hanft	"	"	"	"
"	William Robson	"	"	"	"
"	Mary Stewart	Dallypolum	"	"	"
"	Robt Doak	Millisle	"	"	"
"	Wm. D. Wilson	"	"	"	"

