Belfast Health and Social Care Trust
caring supporting improving together

FOI/31584

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Trust use of Mobile Phones

My concern is by staff members being allowed to have their personal mobile phones whilst having access to patient medical notes.

1. How does the Trust protect our information

Through its day to day operations the Belfast Health And Social Care Trust is required to collect and hold certain types of personal data including information about people with whom it deals with in order to operate. The legal requirement for the Trust and its staff to treat personal information confidentially and hold it securely is set out in the UK General Data Protection Regulation (UK GDPR) and the UK Data Protection Act 2018. The Trust protects personal data in various ways this includes such areas as:

- **Policies and Procedures**

There are a range of policies and procedures to protect personal data, for example:-

ICT Security Policy - data should only be processed and stored using approved Trust ICT equipment, systems and software.

Data Protection and Protection of Personal Information Policy – provides guidance on how personal data should be handled.

- **Mandatory Data Protection Training**

All staff must complete data protection training when they start with the Trust and every three years thereafter.

- **Implementation of ICT security Measures**

There are many measures in place to protect electronic data against unauthorised access and cyber threats.

- **Data Sharing Agreements**

Agreements are in place with a range of other bodies to ensure that data is shared appropriately and in line with legislation and to provide assurances that data will be adequately secured and handled.

2. Why does the Trust allow these staff members access to their mobile phones?

Many staff in the Trust are issued with work mobile phones to enable staff to carry out duties. A number of Trust staff will use Trust mobile phones in their day to day work to receive emails, meeting requests and to access the Trust intranet. Staff may access personal mobile phones on breaks. There is a range of policies and procedures to protect personal data, for example:- ICT Security Policy - - data should only be processed and stored using approved Trust ICT equipment, systems and software.

The Trust has just recently implemented the encompass system, encompass is a Health and Social Care programme that will create a single digital care record for every citizen in Northern Ireland who receives health and social care. Encompass aims to provide patients and service users with the safest, highest quality of care that is possible see link for further information encompass – DHCNI (hscni.net).

One of the biggest advantages of our new system is that staff caring for you at all parts of your health care journey will be able to access your information at the touch of a button.

But that means more staff need to use devices, including rover devices which look like a mobile phone, to access, maintain and update your digital record. Some staff are also using these devices to receive job instructions eg porters now receive messages about what wards they need to go to pick up patients etc. Trust rover devices are also used by nursing staff to scan patient identification wrist bands, photograph clinical information, this data can be uploaded onto encompass to be incorporated into the patient's electronic record.

Throughout the hospital sites there are posters, lift wraps, and pop-up stands that are there to keep members of the public up to date with the implementation of encompass, this has been complemented by a range of social media posts during this process. These messages are highlighting the use of new technologies and mobile phones like devices in operation for this system.

Sample of information available for service users

Further information can be found on the BHSCT Trust Website encompass | Belfast Health & Social Care Trust website (hscni.net)

and at How we work is changing | Belfast Health & Social Care Trust website (hscni.net)

There has also been a Social Media campaign with regular updates provided on encompass Pre and Go Live.

3. How can the Trust protect patients medical notes from staff who can photograph anything from the computers as there does not appear to be any supervision to how their utilising their time.

The new encompass system will allow staff to up load documents/clinical photographs to the system via a Trust mobile phone. The system is auditable and it is possible to audit individual patient records to see who has had access to them, this is vitally important to ensure that records are not accessed inappropriately. Staff will have received training so that they are aware that processing personal data ie with personal mobiles could result in disciplinary action or potential criminal prosecution. Regular information governance messages in relation to the secure handling of personal data are available to staff via email and screen savers, this is emphasised at staff induction and data protection refresher training every three years.

4. Please explain / provide the Trusts policy on staff personal use of mobiles whilst on duty and the data control measures the Trust has implemented to prevent staff capturing patient information on their mobile phones?

Please see response to Q1 and Q3 within data protection training staff are made very aware of their personal responsibility to protect data on service users. It can be a criminal offence if they access, use or process information without the authority of

the data controller ie the Trust. There can be very severe sanctions on the Trust and staff themselves if they are found to be in breach of Data Protection requirements.