

# PRIMARY CARE IG NEWSLETTER



## OCTOBER EDITION

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## PRIMARY CARE TRAINING

We are now well into the schedule of training aimed at colleagues working within Primary Care across the MLCSU footprint. These sessions are aimed at Senior members of the practice, IG Leads, Caldicott Guardians, GPs and combine key legislative requirements, aligning with the assertions on the Data Security and Protection Toolkit. The feedback received to date has been extremely positive and practices are appreciating the extra emphasis on the toolkit requirements. It isn't too late to book onto any of the remaining sessions, so please do take opportunity of this free training and book your place using the link below:

<https://bookwhen.com/igtraining>

For a more generic solution to your practice Information Governance training requirements, we offer 1 or 2-hour tailored sessions so if you are interested in informative and interactive training, please contact the IG Service Hub for a quote:

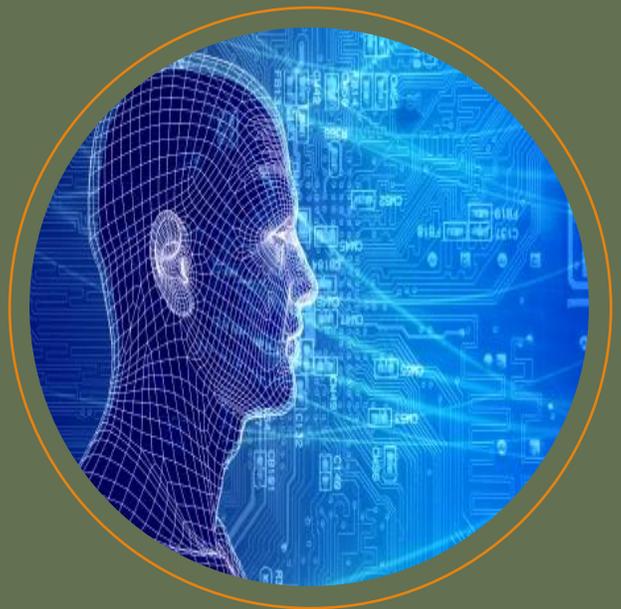
Tel: 01782 872648 or email: [mlcsu.ig@nhs.net](mailto:mlcsu.ig@nhs.net)

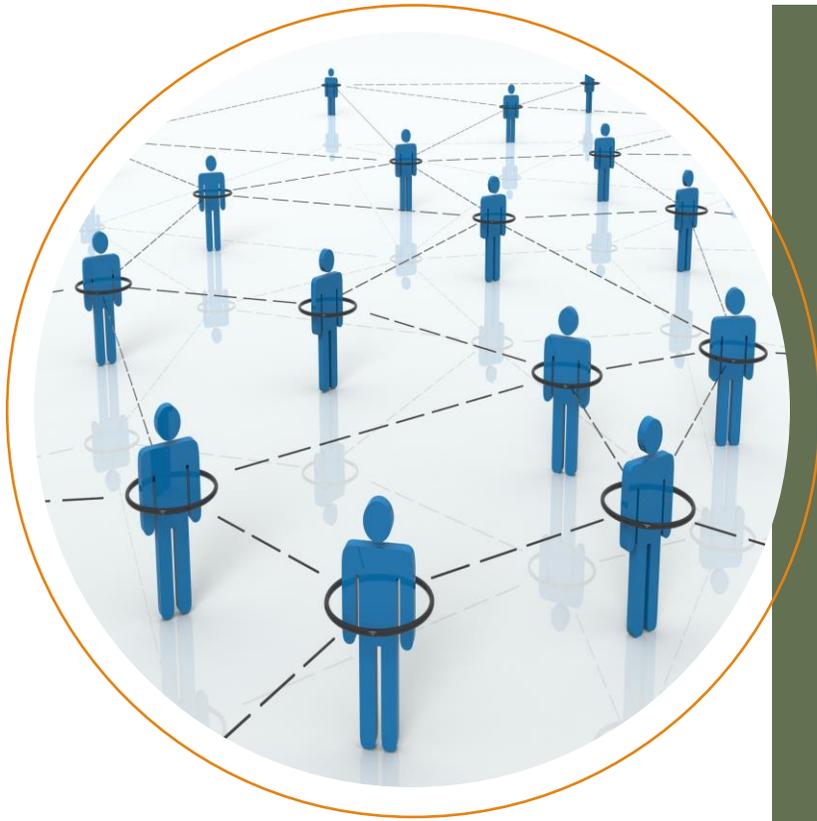
## PRIMARY CARE PORTAL LAUNCH

The Digital Innovation Team at the MLCSU have been working hard developing a new Primary Care Services Portal, which will house all key documents across a wide range of services. The Information Governance Team will have its own section on this portal, which will house a suite of documents and templates for practice use, store useful information such as the newsletters and DSPT evidence. It will combine the most advanced technology to provide a tailored solution for practices.

Every practice will be required to set up a profile, which will include key information such as practice name, address, contact details, provide a practice logo and any key roles (such as named DPO, IG Lead, Caldicott Guardian). You must ensure the profile is updated and anytime you require a document it will populate the information from your profile into the relevant areas of the document. Technology at its finest!

Please look out for key communications about the new portal in November 2019





## PRIMARY CARE NETWORKS SURVEY

As practices are now up and running and working collaboratively in their Primary Care Networks, we as an Information Governance Team are looking for your help in completing a short survey, to help us in looking at support options available for your PCNs.

We need to know what you would like help with, allowing us the opportunity to develop packages of support.

To help us, please can you access the survey via the below link; there are only a few brief questions, but we rely heavily on your comments to help in shaping our services. Every comment received will help us in shaping a service for your PCN:

[PCN Survey](#)

*There are over 1,200  
Primary Care Networks in  
the UK – let us help your  
networks to comply with  
information governance  
requirements with effective  
solutions*



## ICO NEWS ROUND UP

The 10<sup>th</sup> National Data Guardian Standard relates to accountable suppliers and requires organisations to ensure suppliers who handle personal data on their behalf can evidence accountability in all of their processes. You must ensure the suppliers you use have completed a compliant DSPT, have strong processes in place to support the handling of personal data and be able to evidence this with you.

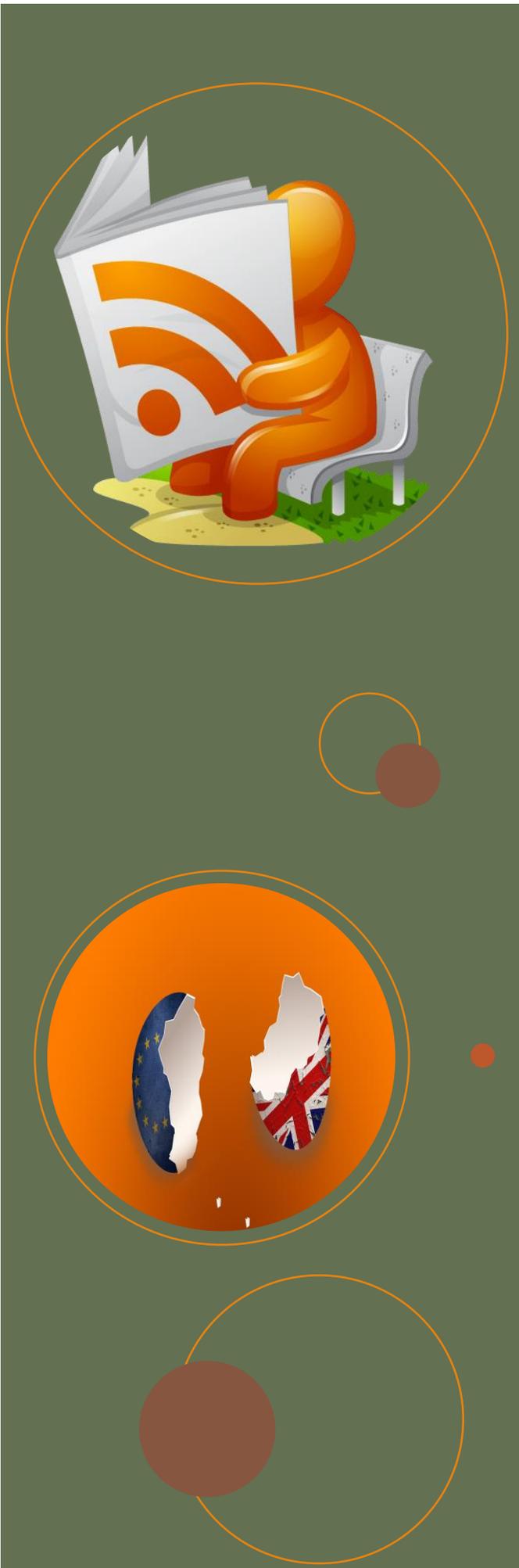
The ICO have this year fined organisations who have not handled data in line with the Data Protection legislation. In April 2019, Bounty UK – the organisation that midwives and health visitors often signpost pregnant ladies and new mums to – were fined £400,000 for sharing the data of over 14 million individuals to other organisations such as credit reference agencies and marketing companies, without informing the individuals. The ICO deemed this to have been done unfairly and without any processing condition (legal basis). Under the new legislation, this fine would have been significantly higher.

Charitable organisations that as practices you may encourage patients to use for support, are often vulnerable if they don't have integrity and confidentiality of systems. In 2018, the British and Foreign Bible Society were fined £100,000 after the Charity's IT network was compromised following a cyber attack due to a weakness in the IT systems. 417,000 personal details of the charity's supporters were accessed. Cyber security is essential so please ensure your practice and indeed anyone you signpost patients to, is compliant. The link below will help ensure organisations remain vigilant and compliant:

[10-steps-to-cyber-security](#)

It isn't just organisations who can receive financial penalties from the ICO. In March 2019, a former administrator at the Heart of England NHS Foundation Trust was prosecuted for accessing medical records without authorisation. The records were of 7 family members and 7 children known to her and she was fined £1,000 for unlawfully obtaining data, faced costs of £590 and a victim surcharge of £50.

Please ensure for any help and support you stop before you act and get in touch to access your information governance support.



## UPDATE ON BREXIT

Although we are all no doubt tiring of the political situation, we have to ensure that practices are prepared for whatever may be in the future.

The European Union has agreed to extend the Brexit deadline to 31<sup>st</sup> January 2020. In the mix of all this we now have a General Election on 12<sup>th</sup> December 2019, so its all up in the air again!

If the UK leaves the EU without a deal, the EU will start carrying out checks on British goods, because the UK will leave the customs union and single market. This could lead to a delay at the ports and there have been concerns raised about the availability of some medicines. The Government have allocated additional monies and tried to alleviate fears in the event of a no-Brexit deal so disruption will be mitigated. Stockpiling of medicines should not be undertaken by practices and neither should patients be stockpiling medicines, so practices need to be ensuring consistent information is provided to patients to reassure them stockpiling is not required.

Use this time as an opportunity, coupled with the requirements of the DSPT, to review your data flows so you know as a practice who you share data with. As it stands, data will continue to flow from the UK to the EU unaffected. The transfer of personal data from the EU and other adequate countries to the UK may be restricted if the UK leaves the EU without a deal.

Check whether your practice relies on transfers of personal data from the EU or other adequate countries to the UK. Focus on data that is critical to service delivery and data that would have a serious impact if it was disrupted.

If your data may be affected, you will need to put in place alternative arrangements to ensure continued protection and exchange of personal data. For any help and support on this, or understanding the governance implications, please do not hesitate to contact the Information Governance Service Hub on 01782 872648 or email [mlcsu.ig@nhs.net](mailto:mlcsu.ig@nhs.net)

Other useful links:

<https://ico.org.uk/for-organisations/data-protection-and-brexit/data-protection-if-theres-no-brexit-deal/>

<https://www.england.nhs.uk/eu-exit/data/>