



University Hospitals Dorset
NHS Foundation Trust

Information Governance

An obligation for everyone!

Camilla Axtell

Information Governance Manager & Data Protection Officer

We are **caring** **one team** **listening to understand** **open and honest** **always improving** **inclusive**

Why is training needed?

- The NHS provides a confidential service
- The NHS relies upon patient trust



Data protection

London clinic accidentally reveals HIV status of 780 patients

The 56 Dean Street clinic apologises after sending newsletter disclosing names and email addresses of patients with HIV

Josh Halliday and Jessica Elgot

Wednesday 2 September 2015 11.43 BST



Save for later

£180,000 fine!



Chelsea and Westminster Hospital
NHS Foundation Trust

The Dean Street Express walk-in centre, run by 56 Dean Street clinic, which has mistakenly revealed HIV status of nearly 800 patients. Photograph: Chelsea and Westminster NHS Trust/Video grab

Most popular



London clinic accidentally reveals HIV status of 780 patients

News Gloucester News NHS

Health bosses apologise to thousands of children

Thousand of families were sent letters addressed to them

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NHS England (Image: Getty Images)

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Patient data breach at hospital

NHS bosses in Lanarkshire have apologised after sensitive patient documents were left unattended and removed from Wishaw General hospital.



The files contained the names, ages and medication details of patients

It follows a complaint from a relative of a patient who was able to lift files left lying on a ward and take them home.

The documents contained the names, ages and medical information of other patients.

Local MSP, Jack McConnell, called for an investigation into the matter.

This latest data breach follows a case earlier this year when X-rays marked with patients' names, photographs and other paperwork were found scattered at Law Hospital in Carlisle.

GP receptionist spied on medical love rival

- Marcia Phillips, 47, read medical records of her ex-husband
- Texted sensitive 'highly confidential' details to his new partner
- Kelly Phillips blames the GP receptionist for the breakdown

By REBECCA EVANS FOR THE DAILY MAIL and JACK DOYLE FOR THE DAILY MAIL
PUBLISHED: 23:05, 15 March 2013 | UPDATED: 23:05, 15 March 2013



A GP's receptionist ruined the life of a love rival by accessing her confidential medical records, a court heard.

Marcia Phillips, 47, illegally read the sensitive case notes of her ex-husband's new wife before texting her some of the 'highly confidential' details she had discovered.

The mother-of-two caused great 'distress and upset' to Kelly Phillips, 32, which resulted in the subsequent breakdown of her marriage.

She said the whole ordeal had 'ruined' her life.

Marcia Phillips quit her job of four years shortly before she was caught but it is understood that she is now working at another GP surgery close to her home in Southampton.

At a hearing at West Hampshire magistrates' court, she pleaded guilty to breaching the Data Protection Act and was fined £750 and ordered to pay £400 in costs and a £15 victim surcharge.

She had been separated from her husband Alan, 43, for around five years before he married Kelly Phillips, his third wife, two years ago.

The pair were on 'good terms' at first and Kelly Phillips, who works in Southampton docks, saw no reason why she should not continue to be a patient at the Bath Lodge Practice.

But in January last year, she received a text



FERGIE PROBE Sir Alex Ferguson's medical notes 'illegally accessed by doctors' while former Manchester United boss was in hospital

An investigation was launched after it emerged that the 76-year-old had been 'spied on' while he was fighting for his life

By talkSPORT
2nd December 2018, 2:24 am | Updated: 2nd December 2018, 2:52 am



Doctors at a Manchester hospital are being investigated for allegedly prying into Sir Alex Ferguson's medical records while he was in hospital fighting for his life.

According to the Sunday Times, two doctors and a senior hospital consultant have been accused of illegally accessing the 76-year-old's records when he was a patient at the Salford Royal hospital in May.



Data Protection in the time of coronavirus...

Press release

Public asked to leave a name and number with venues to help stop the spread of COVID-19

Executive Chair of NHS Test and Trace encourages everyone to “play their part in new national effort” by providing their names and phone numbers to the venues and businesses they visit from this Saturday.

Published 2 July 2020

From: [Department of Health and Social Care](#)

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Coronavirus: 18,000 test results published by mistake

🕒 14 September

Coronavirus pandemic



Information Governance is...

a framework to bring together all the legal rules, guidance and best practice that apply to the handling of information

- The “Legal” bit
- Confidentiality
- When things go wrong...
- Scenarios
- How to find out more



The Legislation

- Data Protection Act 2018 & UK General Data Protection Regulation
 - Governs how we use personal information, how we share it and with whom, what we record and how we store it
- Freedom of Information Act 2000
 - Makes corporate information public, and the Trust accountable for how it operates

Types of information

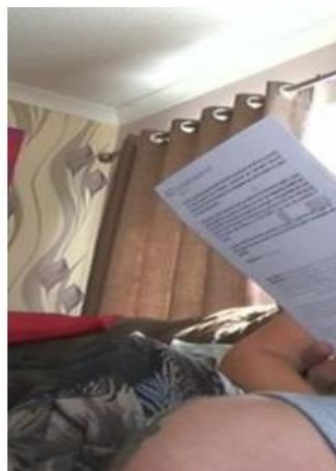
- **Personal information**
 - name, address, date of birth
- **Sensitive personal information**
 - medical condition, ethnic origin, political beliefs
- **Confidential information**
 - About people or about the organisation

Significant Breaches

- Unauthorised disclosure of information
 - Sending confidential letters or e-mails to the wrong place
 - Sharing passwords / IT system access
- Inappropriate access to information
 - “Legitimate professional relationship”
 - Accessing own medical records is prohibited
- Not transporting information securely
- Not destroying confidential information safely
 - “The shredder is your friend!”

East Sussex data breach

5 July 2015 | Sussex



Simon Keen received a letter

More than 3,000 patients computer memory stick member of the public.

East Sussex NHS Trust said building.

The information was not p

WannaCry attacks cost NHS trusts £5.9 million, finds new study

OCTOBER 14, 2019



**ALWAYS REPORT
ANY INCIDENTS OR
NEAR MISSES
INVOLVING
PERSONAL
INFORMATION TO
THE VOLUNTEERS
OFFICE**



Always challenge unknown individuals attempting to access records



