

Mind the Gap – An inclusive response for Strategic IG Management

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Safer, high quality care

Improved health

Value for money

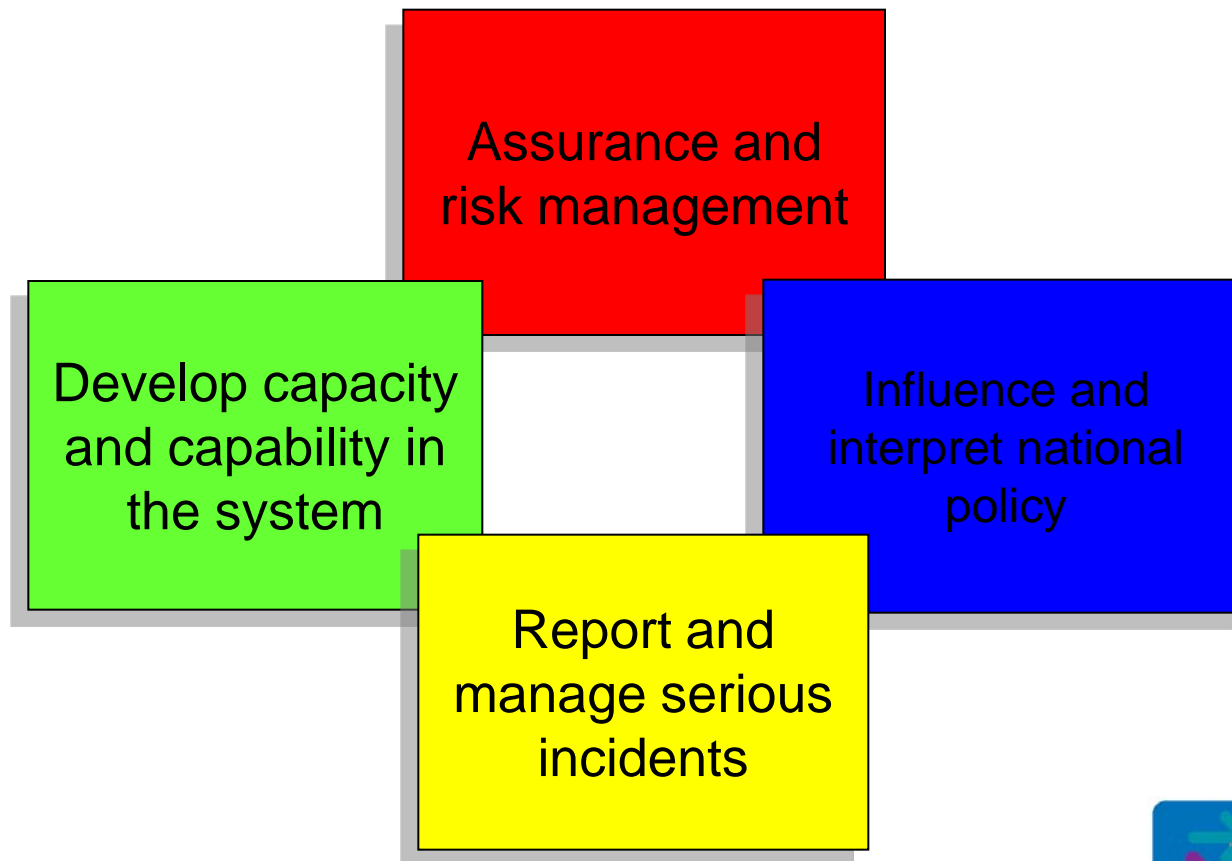
Better patient experience

Real influence

More accessible services



SHA IG Role





MBA - Research Objective

Improve strategic management of IG - in particular confidentiality and data protection

Bridge the gap between policy controls and operations





Staff Survey


East Midlands Work Force	Total in Group
Total	105,512
Consultants (including Directors of public health)	6,562
GMPs	3,034
All qualified nurses (including practice nurses)	30,470
Total qualified scientific, therapeutic & technical staff	10,204
Qualified ambulance staff	1,643
Support to Clinical Staff	26,944
NHS infrastructure support	19,079
Practice staff other than nurses	7,576

Sourced from The NHS Information Centre as at September 2008



Survey Design

- Sector specific information
- Role based knowledge
- Understanding of IG awareness & training
- Experience & behaviour



CONFIDENTIALITY AND DATA PROTECTION QUESTIONNAIRE

The aim of this survey is to gather data upon which the East Midlands SHA will formulate a cultural and behavioural awareness campaign around Information Confidentiality and Data Protection. This survey is anonymous. Please leave any questions you cannot answer.

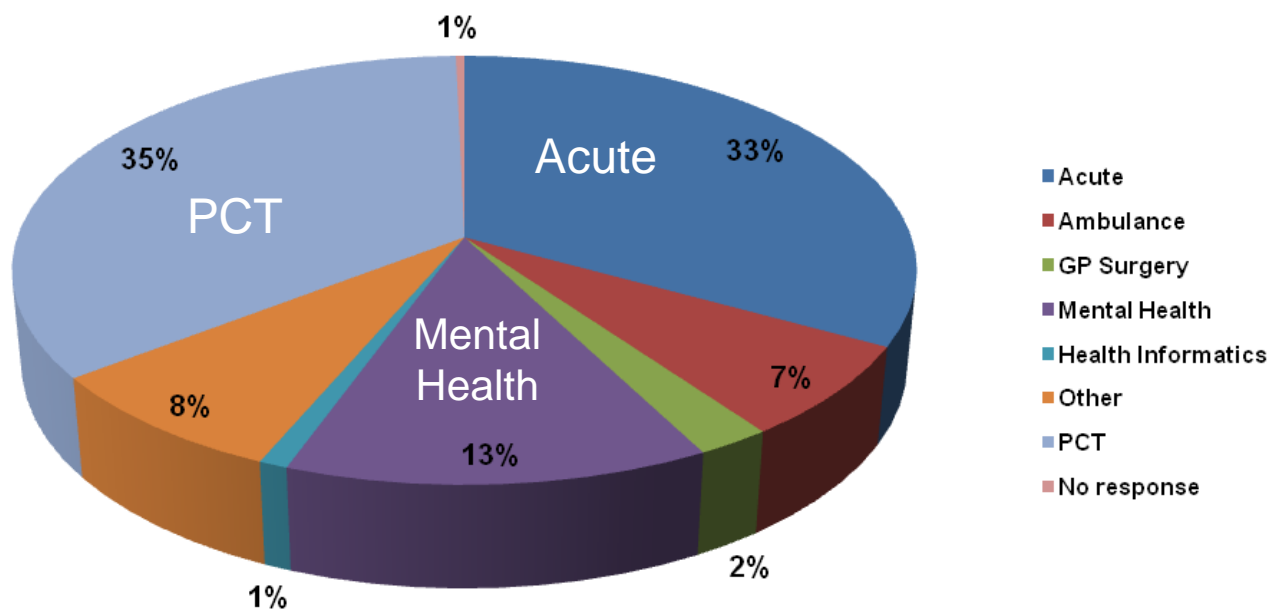
1. Type of Organisation you work for:
 - Acute Primary Care Trust Ambulance GP Surgery Mental Health Care
 - Health Informatic Service Other
2. Your Role:
 - Clinical Staff:** Doctor Nurse/Midwife Qualified Ambulance Staff
Allied Healthcare Professional
 - Non-Clinical Staff:** Support to Clinicians Non-clinical Support Admin/Clerical Manager
3. Please indicate your age range?
 - 16-24 25-34 35-44 45-54 55-64 65+
4. Who is responsible for confidentiality and data protection in your organisation?
 - Me Caldicott Guardian My Line Manager Everyone
5. When did you last receive training in confidentiality and data protection?
 - In the last 12 months More than 12 months ago Never

If yes please go to question 6. If never please go to question 7.
6. If you have received training, do you believe that you always follow the guidelines outlined in the training?

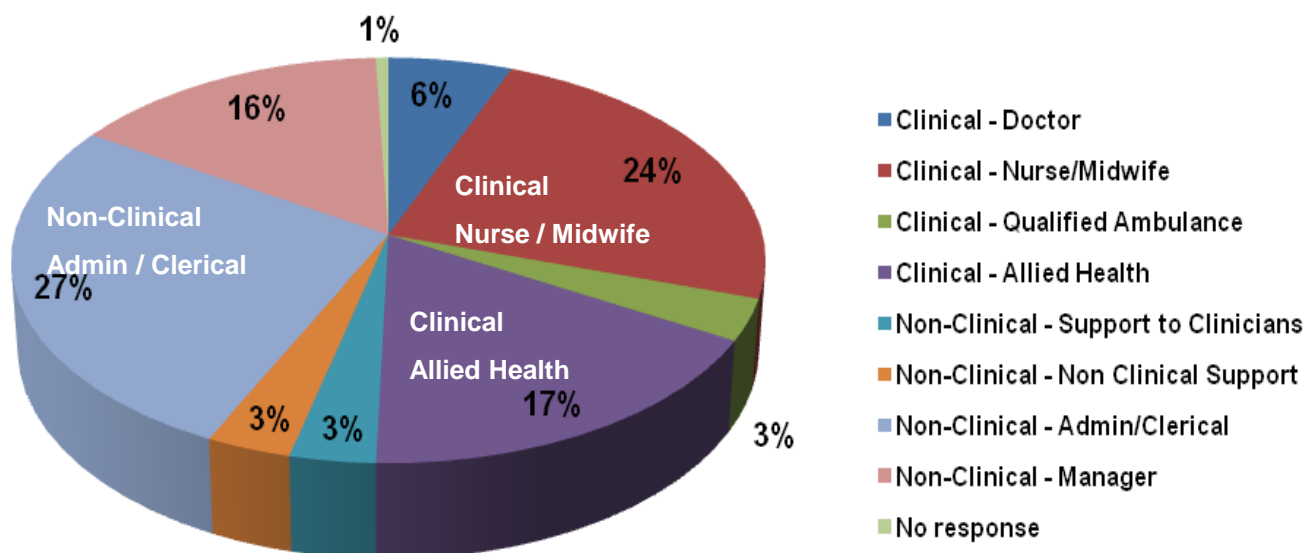
Sample of the survey



Type of Organisation



Role



Training in confidentiality and data protection?

By Workforce Group	Never	More than 12 Months Ago	In Last 12 Months
Admin/Clerical	23.28%	34.07%	42.65%
Allied Healthcare Professional	19.72%	37.52%	42.77%
Doctor	52.57%	27.21%	20.22%
Manager	17.12%	37.09%	45.79%
Non-clinical Support	27.03%	26.35%	46.62%
Nurse/Midwife	21.31%	41.70%	36.99%
Qualified Ambulance Staff	17.22%	55.63%	27.15%
Support to Clinicians	10.60%	43.05%	46.36%
Grand Total	22.49%	37.34%	40.17%

Staff told us:

**>33% Don't understand the policies fully/
may not be adhering to guidelines**

**>16% Not confident with computers & IT
(in particular Nurses/Midwives & Support
to Clinicians)**

**>20% When busy guidelines stop them
doing things quickly**

>18% Trust whoever they're sharing with



Know how to access confidentiality/data protection guidance?

By Workforce Group	No	Yes
Admin/Clerical	24.24%	75.76%
Allied Healthcare Professional	30.86%	69.14%
Doctor	43.66%	56.34%
Manager	14.33%	85.67%
Non-clinical Support	28.08%	71.92%
Nurse/Midwife	29.23%	70.77%
Qualified Ambulance Staff	28.48%	71.52%
Support to Clinicians	26.00%	74.00%
Grand Total	26.53%	73.47%

Staff tell us:

Significant number clinicians don't know how to access guidance (>43% of doctors)

>43% worried about losing PID

>86% comfortable speaking to organisation about confidentiality issues/incidents

>78% speak to line managers

>20% doctors speak to colleague/peer



Concerns about confidentiality and data protection

Workforce Group	Computers laptops, memory, sticks	Patient notes	Sharing access to information	Staff and pay records	Phone calls and faxes
Admin/Clerical	21.46%	17.91%	23.47%	11.15%	26.01%
Allied Healthcare Professional	22.09%	20.75%	22.29%	8.37%	26.50%
Doctor	25.35%	23.94%	20.74%	8.87%	21.10%
Manager	26.18%	16.08%	26.85%	10.32%	20.57%
Non-clinical Support	29.63%	16.30%	25.19%	8.52%	20.37%
Nurse/Midwife	20.48%	20.20%	23.10%	8.73%	27.48%
Qualified Ambulance Staff	16.83%	28.25%	18.41%	15.24%	21.27%
Support to Clinicians	22.57%	18.50%	22.88%	10.03%	26.02%
Grand Total	22.34%	19.44%	23.35%	9.79%	25.08%

Staff told us:

>26% of staff take patient / staff files out of the building

>14% don't use encrypted memory sticks

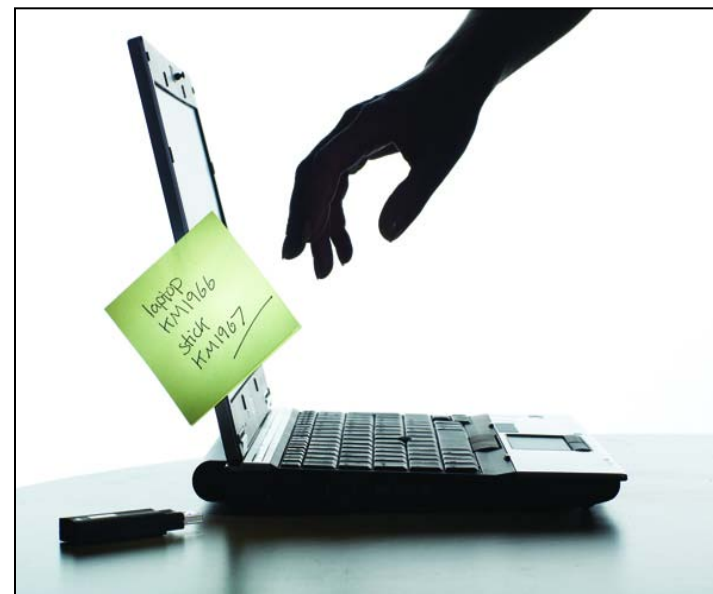
>26% of staff leave files on view

A small number of staff leave file / laptops in cars overnight

A small number of staff share passwords

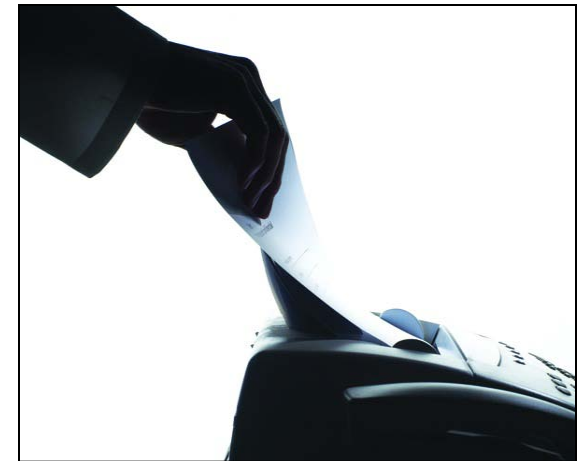
>32% don't lock their screens

>10% leave messages containing PID on answer machines



Staff feel the biggest causes of confidentiality breaches are

- Human error
- Lack of IT know how
- Lack of understanding and training
- Transportation of information



To help influence current behaviour staff wanted:

- Better training
- Better reminders
- More effective equipment



An Inclusive Response

- **Integration across the business environment**
- **Policy translation**
- **Information Asset Ownership Programme**
- **All provider assurance / management**
- **Incident management / open learning culture**
- **EDUCATION – AWARENESS – RESPONSIBILITY**

Key message

- **Everyone's responsible for Information Security**
- **A business problem not an IT one**
- **Challenge poor practice**
- **Review systems / processes – learn lessons**
- **Readily available advice and support**
- **Training and development / adequate tools for job**

The IG Code



NHS Confidential

If it's personal, it's private

Everyone working for or with the NHS has a legal duty to protect the confidentiality of information.