

## **Beech House Surgery**

### **Roles and Responsibilities for Information Governance – Practice Statement**

Claire Keenleside is the overall Information Governance Lead for the Practice and will lead on Caldicott, Data Protection and Freedom of Information issues, supported by the Practice Manager and Data Manager

As Information Governance Leads, their main responsibilities for Information Governance will be:

1. ensure there is an up-to-date IG policy in place;
2. ensure that the organisation's approach to information handling is communicated to all staff and made available to the public.
3. coordinate the activities of staff given data protection, confidentiality and Freedom of Information Act responsibilities;
4. monitor the organisation's information handling activities to ensure compliance with law and guidance;
5. ensure staff are sufficiently trained to support their role;
6. ensure that the organisation submits their annual DS&P Toolkit assessment;
7. support monitoring visits from the commissioning organisation (where appropriate).
8. Ensure that IG is regularly discussed in Practice meetings.

The IG leads also must:

- Maintain an IG action plan for the practice and ensure an improvement plan is followed
- Assist with investigations into complaints about breaches of confidentiality, the Data Protection Act 2018/ UKGDPR 2016 or Freedom of Information Act 2000 and undertake reporting/remedial action as required. Maintain a log of any incidents and remedial recommendations and actions.
- Provide advice to the Practice on Information Governance issues

As Caldicott Guardian, Claire Keenleside will:

- Act as the 'conscience' of the Practice by actively supporting work to facilitate and enable information sharing whilst advising on options for lawful and ethical processing of information as required
- Champion Information Governance Requirements at Practice level
- Ensure that confidentiality issues are appropriately reflected in organisational policies and working procedures for staff
- Oversee all arrangements, protocols and procedures where confidential patient information may be shared with bodies both within and outside the NHS.
- Be consulted where necessary on information requests, typical examples being:
  - a request from the police for access to patient information
  - requests from patients to delete information from their records
  - an actual or alleged breach of confidentiality

As the Practice Data Protection Officer, Paul Couldrey (PCIG Consulting limited) will in accordance with Article 39 of the UKGDPR 2016:

- Educate the company and employees on important compliance requirements
- Training staff involved in data processing
- Conducting audits to ensure compliance and address potential issues proactively
- Serving as the point of contact between the company and UK GDPR Supervisory Authorities
- Produce and manage assurance for all practices required Governance policies, Processes, procedures, and patient information to comply with UK GDPR, DPA2018 and the DS&P Toolkit requirements
- Provide Document templates for practices DS&P Toolkit submission
- Provide a Dedicated helpdesk call facility.
- Provide Practice updates
- Provide the Management and Reporting of all IG SIRI's and ICO communication

**Date: 04/01/2023**

**Review Date: 04/01/2024**