



WELCOME to our first edition of the **IG Support Service for Primary Care** **Newsletter**

We plan on publishing these newsletters on a bi-monthly basis, providing you with updates on support and guidance developed by the Support Service, progress and developments with the IG Toolkit for GMPs, and related IG training and resources which will include 'Lessons Learnt' scenarios.



CYMORTH LLYWODRAETHU GWYBODAETH AR GYFER GOFAL SYLFAENOL
INFORMATION GOVERNANCE SUPPORT FOR PRIMARY CARE

New! Information Governance Website

[The new Information Governance - NHS Wales Informatics Service Website](#) hosts a wide range of resources to support organisations within NHS Wales. Resources include guidance on the IG Fundamentals, templates and guidance from the IG Support Service for Primary Care, along with supporting resources for the IG Toolkit for GMPs, Information Governance training currently available as-well as the latest IG news. As further resources are developed the pages will be updated.

New! All Wales Policies for Primary Care Service Providers

A set of [All Wales Policies for Primary Care Service Providers](#) have been developed by the Information Governance Support for Primary Care Service. These policies are supplementary to the All Wales Policies issued under the All Wales Information Governance Policy Framework and are maintained by the NHS Wales Informatics Service (NWIS) on behalf of all NHS Wales organisations.

The policies are divided in to two categories. The first set comprise of the:

[NHS Wales Email Use Policy for Primary Care Service Providers](#) this policy must be implemented where staff have been given access to the NHS Wales Email Service. To support the Email Use Policy an '[Acceptable Use Policy](#)' has been developed for staff who have access to the NHS Wales Office 365 applications. In-line with best practice organisations should request for their staff to acknowledge that they have read and understand the policies. All new starters must do so prior to being given access to the NHS Wales Email Service and the NHS Wales Microsoft Office 365 applications.

[All Wales Internet Use Policy for Primary Care Service Providers](#) this policy must be implemented where staff have been given access to the NHS Wales Internet facilities via the NHS Wales network infrastructure.

In-line with best practice organisations should request for their staff to acknowledge that they have read and understand the policy. All new starters must do so prior to being given access to the internet facilities.

The second set comprise of the:

[All Wales Information Governance Policy for Primary Care Service](#)

Providers available for organisations to adopt as best practice, rather than developing their own, if they wish.

[All Wales Information Security Policy for Primary Care Service](#)

Providers available for organisations to adopt as best practice, rather than developing their own, if they wish.

Prior to adoption the Organisation should familiarise themselves with the content of the policy(ies) to ensure they are able to comply with them. The policy(ies) should then be agreed and signed off by the highest level of management within the Organisation, for example the Practice Management Team or Senior Responsible Person. As part of the policy(ies) implementation, the Organisation should also notify patients and staff that they are working to these national policies and the policies should be circulated and made easily accessible to staff.

Should you require further information or have any questions regarding any of these policies please contact the Information Governance Support for Primary Care Service by emailing: **NWISinformationgovernance@wales.nhs.uk**

New! Template Caldicott Guardian Action Log

We have developed a template **Caldicott Guardian Action Log** for the use of Caldicott Guardians, based on the UKCGC Caldicott Guardian Checklist.

A template **Caldicott Guardian Decision Log** has also been developed for Guardians and their support staff to record their decision-making process.

These templates and other resources for Caldicott Guardians can be found

on the [Caldicott Guardian Skills and Understanding](#) page of the Information Governance website.

Contact the Information Governance Support Service for Primary Care via nwisinformationgovernance@wales.nhs.uk

PECYN CYMORTH LLYWODRAETHU GWYBODAETH CYMRU **WELSH INFORMATION GOVERNANCE TOOLKIT**



The [current edition of the IG Toolkit](#) is available via the new Information Governance Website. The new website hosts a specific section designed to support GMPs in completing the IG Toolkit, including detailed information on each of the requirements. The [supporting resources](#) section includes templates, exemplars and guidance, the IG Toolkit User Guide and a set of frequently asked questions. As more resources are developed the pages will be updated.

Update: IG Toolkit Change Management Board

The Welsh IG Toolkit Team are looking to re-establish the Change Management Board for the IG Toolkit. If you would like to get involved and provide input into the development of the IG Toolkit please get in touch with the Team at WelshIGToolkit@wales.nhs.uk, who will be happy to provide you with more information.

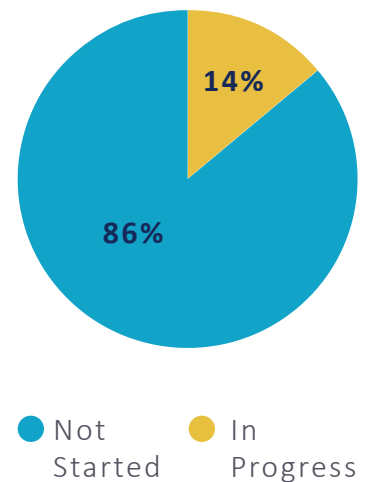
Update: IG Toolkit Platform Development

Work is beginning on a new platform to host the IG Toolkit. Do you have any suggestions on what you would like to see? Please contact the Team at WelshIGToolkit@wales.nhs.uk, who would be grateful for your input. Please note: it is hoped that the new platform will be ready for the next edition of the Toolkit, however this is not guaranteed.

IG Toolkit Progress

The 2020-21 edition of the IG Toolkit went live at the beginning of December 2020 with a submission date of 30th September 2021. We encourage practices to work through the Toolkit throughout the year to avoid last minute pressure leading up to the submission date. In the first three months of the Toolkit going live 14% of practices have started their toolkit submission.

Health Boards	No of Practices	Not Started	In Progress	Complete
Aneurin Bevan	74	59	15	0
Betsi Cadwaladr	99	88	11	0
Cardiff & Vale	60	49	11	0
Cwm Taf	51	45	6	0
Hywel Dda	47	42	5	0
Powys	16	11	4	1
Swansea Bay	49	45	4	0
All Wales	396	339	56	1



Please contact the Information Governance Toolkit Team via WelshIGToolkit@wales.nhs.uk

HYFFORDDIANT LLYWODRAETHU GWYBODAETH INFORMATION GOVERNANCE TRAINING



Update: Caldicott Guardian Training

The Caldicott Guardian training sessions are now underway, with excellent feedback received so far. [We now have additional training sessions available for April and May](#). These events are designed for the Practice Caldicott Guardian; a senior health professional, and if required one additional space is available for the person with delegated responsibilities who provides support for the Guardian.

Here are a few of the comments we have received following the training:



“AN EXCELLENT SESSION. A useful reminder of important issues and picked up on a few items that need our attention and so all told, a very useful session”

“THE TRAINER WAS EXCELLENT - best I have seen to be fair - he knew his stuff and this makes a huge difference. It wasn't just power point either, which was beneficial”

“GOOD SESSION. Well run and plenty of rest breaks which was good as session was long but important to hear all the points. Barry was an excellent speaker”

“I WAS CONCERNED it would be like pulling teeth but really enjoyed the whole session. Barry had a lovely way of making a laborious subject interesting. I would thoroughly recommend it. Thank you all. I have learned a lot.”

Lessons Learnt

Sometimes things go wrong; when this happens, it is important that lessons are learnt. In each edition of the newsletter we plan to look at a real-life scenario, either an incident or audit finding, and reflect to see if this could happen in your organisation or if there are lessons which can be learnt, including any changes which can be implemented in your organisation to prevent a similar situation occurring.

ICO Audit Finding - In December 2020 the ICO published their findings following twelve consensual audits of NHS Organisations, one key area of concern was the provision of **Privacy Information** (Fair Processing Information or Privacy Notices). The ICO found that privacy information was only generally provided in one format. For example, it was only made available on the organisation's website but not in a hard copy. Therefore, patients who did not have the use of internet facilities could not access the information in another format, such as paper-based leaflets.

The ICO were also concerned about the **accessibility and availability** of the privacy information provided on websites; as these web pages were either difficult to find or did not appear in the sites search results. One organisation did have their privacy information in both paper and electronic format, however the leaflet had not been reviewed for some time and referenced **out of date** legislation. There had not been any consideration in providing privacy information for their patients in a **layered approach**.

If the ICO were to conduct an audit of the privacy information available by your Organisation, what would they find?

- Is your privacy information available in a range of formats? For example, hard copy and websites.
- Have you considered using a layered approach to provide your privacy information? For example, posters, leaflets and web pages which also direct individuals to your full privacy information; available in both hard copy and in electronic formats.
- Is your privacy information easy to access? For example, both within the Practice and on the Organisation's website.
- Have you reviewed all forms of your privacy information to ensure it is up to date and references current legislation? For example, Data Protection Act 2018 and General Data Protection Regulation 2016.

Further guidance on privacy information is available on the [Information Governance website](#).

Further information on any available IG training can be found on the IG website.

IG eAlert

The NWIS IG Department produce a weekly eAlert intended for staff who have an interest in Information Governance issues that affect the NHS in Wales. Historic editions of the eAlert can be accessed through the IG Website.



If you would like to receive the weekly eAlert direct to your inbox, please contact NWISInformationGovernance@wales.nhs.uk

ICO Newsletter

The Information Commissioner's Office (ICO) publish an e-newsletter at least once a month. They bring you the latest developments, blogs, guidance, codes of practice, etc. in a range of legislation such as data protection, freedom of information and electronic communications and marketing, to name but a few. To sign up to receive the e-newsletter, [please complete the form](#). The [latest edition of the ICO e-newsletter](#) is now available to view.

