tpp

Frequently Asked Questions

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How do I inform patients how data sharing works within SystmOne and how my organisation will fair process their personal and confidential data?

TPP, in conjunction with NHS England and NHS Digital, have produced two documents to aid you with fair processing of personal and confidential data by your organisation. The first is a poster that is available for you to inform patients that their information may be shared to other organisations for direct care. The second is a more detailed patient leaflet to be distributed that will explain further how, when, why, and what data is shared to which other organisations and the options available to patients. TPP have created two leaflets, either can be used depending on your organisation's sharing policies. These should be used as additions to your current privacy notices. These can also be circulated within your organisation or posted on your website if applicable.

The document titled 'Information for Data Controllers on the SystmOne Enhanced Data Sharing Model for direct patient care' fully explains all the controls and options available to you within the eDSM. This will aid you in answering any further queries patients may have.

What do I do with the documents?

Relevant SystmOne users within your organisation should ensure that they have read and fully understood the eDSM training guide and the Information for Data Controllers document. This will ensure that you are fully informed about sharing patient data within your organisation.

You should use the patient leaflet and poster to inform your patients of how their data will be shared and the options available to them.

The Code of Conduct needs to be read, understood and followed by all SystmOne users within your organisation. Your Caldicott Guardian has senior responsibility for decisions and options around the availability of information inside and outside your organisation and ensuring the Code of Conduct is followed and abided to. Organisations will be contacted in due course to confirm receipt of the code of conduct.

Why is this additional work necessary?

Understanding and complying with the requirements of data protection and confidentiality are well established in the NHS and social care. Organisations are already required to register with the Information Commissioner and ensure that their patients understand what happens to their data and can make informed decisions. The additional monitoring of shared record usage is to ensure that both patients and data controllers are afforded the protection needed to permit the sharing of clinical information for direct patient care. This is not a new requirement, but a restatement of existing policies.

How do I know who has accessed a patient's record?

You can run the 'Patient Retrievals & Printouts' audit to find all the staff members within your organisation that have accessed a specific patient record. This can be done by retrieving the patient record, navigating to Audit>Patient> Patient Retrievals & Printouts, selecting the 'Restrict to current patient option' and running the report. This can be filtered on date ranges and staff members. The audit can be printed out and given to the patient if required.

The Privacy Officer Messages screen shows an audit of every time a deducted patient record has been retrieved by someone in your organisation and by whom. Your organisation's Privacy Officer should use this report to monitor and investigate patient record access.

You can use the Record Sharing node within the patient record to view which other organisations are sharing in the patient's record and can therefore access the information you have shared out. You can then inform the patient of these organisations. If they want further details as to which users within these organisations have retrieved the record, they can contact the other organisations directly.

Additionally, GP practices and Community services caring for a patient will receive a Patient Accessed Task when their record is accessed at an Out Of Hours, Minor Injuries Unit, Accident and Emergency, Acute or Community Hospital service using SystmOne. A Record Access Summary Task is also sent out to GP and Community services – this lists all the patient records that have been retrieved at A&E or OOH services in the last 24 hours.

TPP will be making amendments to the record audit within SystmOnline, this will show the patient every organisation that has accessed the information you record within their electronic record.

Do I need to turn off sharing?

You do not need to turn off sharing for patient records within your organisation. Changing a sharing preference to prevent other organisations from being able to view data that is currently visible to them has clinical safety implications. However, if a patient directly requests their record is no longer enabled for sharing, you should respect their wishes and set an explicit dissent preference.