

Activity: What type of information do the statements relate to?

Characteristics	Personal	Confidential	Anonymised	Pseudonymised
A. Is about a named individual's next hospital appointment				
B. The information does not directly identify an individual				
C. Might include names and addresses				
D. No-one can link the information back to a specific individual				
E. Identifying information will have been replaced with a code				
F. The information directly identifies particular individuals				

Activity - Informing people

Options	Which of the following can help to keep people informed about how their personal information?	
A.	Sit down and explain it to them directly	
B.	Direct them to the relevant section on your organisation's website	
C.	Give them a leaflet explaining such matters	
D.	Tell them about their information sharing choices	
E.	Get their consent to use their information where necessary	

Activity - Information request

Options	You receive a request for some personal information but are not sure whether you can share it. Which of the following is the best course of action?	
A.	Provide the information as requested, it's probably alright	
B.	Find out who is responsible for managing information sharing requests in your organisation	
C.	Tell the requestor that they cannot have the information under any circumstances	

Activity – Data Protection Act

Options	Consider the following statement - ‘The Data Protection Act prevents information from being shared for health and care purposes’.	
A.	This statement is true	
B.	This statement is false	

Activity: Valid FOI requests

Options	Which of the following are valid requests?
A	A written request asking what homecare services are available in the area and if there are any plans to change the service levels.
B	A written request asking how many data breach incidents have been reported each year for the past 3 years
C	A patient's letter of complaint following a breach of their information which also asks for a copy of the organisation's confidentiality policy.
D	A telephone call asking what homecare services are available in the area and if there are any plans to change the service levels.

Activity - Can you recognise a valid request?

- Consider the following requests for information.

Identify which ones you think are valid FOI requests and which you think are not valid FOI requests	Valid	Not valid	
A.	Please send me a copy of my social care record		
B.	How many GPs work in the practice?		
C.	When's my daughter's next appointment?		
D.	How much did the Trust spend on rail travel last year?		
E.	How many staff have passed their IG training?		
F.	What services are being considered for closure in the next year?		

Revision Question

Which of the following statements are true?	True	False
A. Consent is normally needed to use someone's personal information for non-care purposes		
B. The Data Protection Act prevents information being shared for health and care purposes		
C. The Freedom of Information Act requires an organisation to respond to requests within 20 working days		
D. Patients and service users should be given the opportunity to check their own records		

Activity A: Angelique (IT Technician)

Scenario

- Can I borrow your ID badge to get into the **Authorised Area***, I've left mine at home and I've only got this temporary pass!
- What would you do? Consider the options then look at the feedback on the next slide

*Think about the areas or rooms in your organisation that have restricted access

Options		
A.	Lend her the pass	
B.	Tell her you cannot lend her your pass	
C.	Escort her to the area and let her in	

Activity A: Good practice

- Do not lend your ID badge to anyone else - not even to close colleagues.
- In the workplace wear your ID badge where it can be seen.
- If safe to do so challenge anyone in a staff/restricted area without a badge.
- Ensure you are not followed through a restricted entrance.
- Don't prop open entrances to secure areas.
- Close windows and lock doors if you are the last to leave.

Activity B: Lucas (Domestic staff)

Scenario

- I need to take this confidential waste to the secure disposal point, but I'll leave it here (in the corridor) whilst I check other rooms.
- Discuss - what could go wrong?



Activity B: Good practice

If you are moving confidential waste:

- Do not leave it unattended in unsecure areas.
- Do not overfill the waste bag (or other container).
- Ensure bags (or other container) are securely fastened.
- Follow your organisation's procedure.

Activity C: Sandra (Care Home Manager)

Scenario

- I'll leave these notes in the staff office whilst I make a cup of tea for Mr Jones.
- Discuss - what could go wrong?



Activity C: Good practice

If you are working with personal information and have to leave to do another task:

- Do not leave the information unattended in an unsecure area.
- Use locked cupboards or lock the door (if possible).

Activity - Reducing incidents - post

Which of the following increases the risk of a breach when sending personal information by post?		
A.	Using a trusted postal courier service	
B.	Sending case notes in dustbin sacks	
C.	Sending the package to named person	
D.	Asking the recipient to confirm receipt	

Activity - Reducing incidents - email

Which of the following should you be most cautious about opening emails from?		
A.	Unsolicited lenders	
B.	Friends and family	
C.	Colleagues	
D.	Your IT department	

Activity - Reducing incidents - email

Which of the following increases the risk of a breach when sending personal information by email?		
A.	Sending a test email if necessary	
B.	Encrypting the email	
C.	Sending an email to lots of recipients	
D.	Using only the patient's NHS number	

Reducing incidents

Which of the following should not be used to send personal information unless absolutely necessary?		
A.	Post	
B.	Email	
C.	Fax	
D.	Telephone	

Activity: Cyber incidents 1

Options	Which of the following best describes someone who attempts to misuse or steal health and care information?	
A.	A teenager living at home with parents	
B.	A disgruntled former employee	
C.	A political activist	
D.	There is no typical profile for someone like this	

Activity: Cyber incidents 2

Options	Which of the following best describes why someone would want to steal patient or service records?	
A.	To create fake online profiles	
B.	To extort money from patients or service users	
C.	To sell the data for financial gain	
D.	To steal people's identity	
E.	To dupe patients into buying bogus cures	
F.	To find out more information about relatives	
G.	All of the above	

Activity: Cyber incidents 3

Options	You only need to be aware of data security at work	
A.	This statement is true	
B.	This statement is false	

Activity - Data security risks 1

Options	Which of the following increases the risk of a breach when sending personal information by email?	
A.	Sending a test email if necessary	
B.	Encrypting the email	
C.	Sending an email to lots of recipients	
D.	Using only the patient's /service user's NHS number	

Activity - Data security risks 2

Options	Which of the following are tell-tale signs of a phishing email?	
A.	The sender using your name in an email	
B.	Suspicious links to unencrypted websites	
C.	Requests for personal or confidential information	
D.	Email attachments or calendar invites from unknown senders	
E.	Excellent spelling and punctuation	

Activity - Data security risks 3

Options	Which of the following should you do immediately if you believe you have received a phishing email?	
A.	Report it to your Helpdesk	
B.	Click one of the links in it to see if it goes to a valid website	
C.	Report it in line with your IT department/provider's procedures	
D.	Forward the email to a friend to check whether it is a phishing email	

Activity - Data security risks 4

Options	Which of the following should you be most cautious about opening emails from?	
A.	Unsolicited senders	
B.	Friends and family	
C.	Your colleagues	
D.	Your IT department/provider	