

Managing and Sharing Patient and Service User Identifiable Data

CONFIDENTIALITY AND INFORMATION GOVERNANCE

Implementing the GMC and Care Quality Commission Recommendations in Health and Social Care

SECOND NATIONAL CONFERENCE

TOPICS INCLUDE:

- > Confidentiality and Information Governance: the key responsibilities for clinicians and managers
- > Patient Perspectives: changing the culture
- > Hiding behind Confidentiality: a personal journey
- > Implementing the new GMC guidance on Confidentiality
- > Confidentiality, Data Protection & Freedom of Information: legal update
- > Effective information sharing and Governance: Case Studies
- > Difficult decisions, ethical issues and practicalities in consent, confidentiality and governance
- > Sharing information with patients and empowering patients to take control of their own information

CASE STUDIES INCLUDE:

- > The social care perspective
- > The police perspective
- > Sharing information for clinical audit, quality improvement and commissioning
- > Sharing information with the independent and voluntary sector

CHAIR AND KEYNOTE SPEAKERS:

Dr Andrew Harris

Chair of the Ethics and Confidentiality Committee National Information Governance Board for Health and Social Care and Confidential Patient Information – Governance of secondary uses London Inner South

Paul Mainwaring

Chair Patients Council

Michael Keegan

*Policy Adviser
The General Medical Council*

"Healthcare organisations in England handle large amounts of personal information every day, including information about patients and some 1.4 million staff. The good management of personal information is crucial to the delivery of high quality healthcare."

Care Quality Commission: National study 'The right information, in the right place, at the right time.'
A study of how healthcare organisations manage personal data, September 2009

An IHM recognised conference



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UK Council of Caldicott Guardians

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"Effective information sharing is essential for high quality clinical care and improvement"

"Information sharing is becoming more important for high quality care, easier through multidisciplinary working and more risky through electronic communication. These developments bring challenges about how to share information in ways which benefit patients, service users and professionals whilst adhering to good information governance principles and the law."

National Information Governance Board for Health and Social Care Annual Report 2009

"Confidentiality is central to trust between doctors and patients. Without assurances about confidentiality, patients may be reluctant to seek medical attention or to give doctors the information they need in order to provide good care. But appropriate information sharing is essential to the efficient provision of safe, effective care, both for the individual patient and for the wider community of patients... it is not always clear to patients that others who support the provision of care might also need to have access to their personal information. And patients may not be aware of disclosures to others for purposes other than their care."

GMC Confidentiality Guidance 2009

"The NHS operating framework 2009/10 recognises the important contribution of good information governance systems to the efficient delivery of healthcare. The framework sets out 25 questions that all providers of NHS-funded healthcare are expected to meet by March 2010. We found that at March 2009, the majority of NHS trusts (about 70%) did not meet all of these requirements and will therefore have to improve aspects of their information governance to meet this goal."

Care Quality Commission: National study 'The right information, in the right place, at the right time.' A study of how healthcare organisations manage personal data, September 2009

The conference, endorsed by the UK Council for Caldicott Guardians, is chaired by **Dr Andrew Harris** Chair of the Ethics and Confidentiality Committee National Information Governance Board for Health and Social Care and *Confidential Patient Information – Governance of secondary uses* London Inner South. **Dr Andrew Harris** will look at developments since the Caldicott review and the practicalities of sharing information and information risk. Delegates will hear about Information Governance and Confidentiality from the patient perspective. The conference continues with a focus on the practicalities of handling primary and secondary patient information including a legal update and developments in implementing the new GMC guidance on Confidentiality.

The General Medical Council's (GMC) Confidentiality guidance came into effect on 12 October 2009. The purpose of this guidance is to help you identify the relevant legal and ethical considerations, and to help you make decisions that respect patients' privacy, autonomy and choices and that also benefit the wider community of patients and the public. The guidance requires doctors to ask patients if they will talk to the police and to warn them of the possible consequences of staying quiet. If staff think a serious crime has been committed, or they are at risk, they may give confidential information to police.

The conference then continues to look at effective information sharing and governance using case studies from:

- > the social care perspective
- > the police perspective
- > sharing information for clinical audit, quality improvement and commissioning
- > sharing information with the independent and voluntary sector

Information governance breaches are currently a serious concern for NHS Trusts. Without a comprehensive system in place you may be opening yourself up to detrimental consequences.

"In the NHS in Quarter four of 2009 there were over 100 breaches of the Data Protection Act. As of 6 April 2010 the maximum fine for serious breaches increased to £500,000."

Capsticks 2010

The closing session highlights solutions for overcoming difficult ethical decisions and sharing information and records with patients and carers. The conference will provide you with a wealth of information for you to digest along with new ideas of how to improve both Confidentiality and effective data sharing in your organisation.

10.00 Chairman's introduction

10.05 Confidentiality and Information Governance: the key responsibilities for clinicians and managers

Dr Andrew Harris

Chair of the Ethics and Confidentiality Committee National Information Governance Board for Health and Social Care and Confidential Patient Information – Governance of secondary uses London Inner South

- > the role of the NIGB
- > ensuring the highest practical standards for handling patient and service user identifiable information
- > use of confidential patient information – the legal and ethical framework
- > secondary uses of patient identifiable information – Governance requirements for consent and anonymisation
- > the role of ECC and s251 applications
- > the practicalities of managing information sharing and information risk

10.40 Patient perspectives: changing the culture

Paul Mainwaring

Chair
Patients Council

- > what information do patients expect to be shared and with whom?
- > changing the culture, ensuring patients can see their records and share them with whom they chose whilst at the same time maintaining Confidentiality from others

10.55 Hiding behind Confidentiality: a personal journey

Carolyn Cleveland

Independent speaker on behalf of Pohwer ICAS

- > Carolyn's experience: learning the lessons
- > how professionals can support patients and their families following complaints or serious incidents

11.10 Questions and answers, followed by coffee and exhibition at 11.20

11.50 Implementing the new GMC guidance on Confidentiality

Michael Keegan

Policy Adviser
The General Medical Council

- > the new GMC guidance: what's changed?
- > in which circumstances should doctors breach Confidentiality
- > supplementary advice to Caldicott Guardians
- > moving forward: ensuring doctors are up to date and comply with the new guidance

12.20 Confidentiality, data protection and freedom of information: legal update

Gerard Hanratty

Partner
Capsticks Solicitors

- > legal issues around information sharing across clinicians, clinical teams and organisations
- > the criteria that must be met to allow sharing
- > the practicalities at a clinical level of ensuring appropriate sharing of patient information in order to support the effective delivery of clinical care: steps you can take to avoid legal challenge

12.50 Questions and answers, followed by lunch and exhibition at 13.00

14.00 Effective information sharing and Governance: case studies

20 minute presentations

The social care perspective

Mr. Ben Heal

Caldicott Guardian and Lead Welfare Emergency Planner Health and Social Care Department Sefton Council and Member the UK Council of Caldicott Guardians

- > learning from information governance and consent for sharing information in social care
- > developing sharing protocols and agreements across health and social care

The police perspective

Speaker to be announced

- > when should information be disclosed to the police
- > confidentiality at the interface with the criminal justice system
- > safeguarding vulnerable adults

Sharing information for clinical audit, quality improvement and commissioning

Robin Burgess

Chief Executive
The Healthcare Quality Improvement Partnership (HQIP)

- > consent, implied consent and anonymised data
- > individual local, organisation and national clinical audit
- > managing data for quality improvement and commissioning
- > how widely should this information be shared?

Sharing information with the independent and voluntary sector

Phil Hunt

Information Security Manager
Bupa Group Representative for the Independent sector in the National Access Control Reference Group (NHS Connecting for Health)

- > sharing information with the independent and voluntary sector: learning from our experience at BUPA

15.20 Questions and answers, followed by tea and exhibition at 15.30

16.00 Difficult decisions, ethical issues and practicalities in consent, Confidentiality and Governance

Christopher Fincken

Caldicott Guardian
Hereford Hospitals NHS Trust

- > current issues and practicalities for clinicians, managers and Caldicott Guardians
- > ethical and legal issues that have come to the Caldicott Guardian
- > our approach to difficult decisions and case studies in practice

16.30 Sharing information with patients and empowering patients to take control of their own information

Marlene Winfield OBE

Director for Patients and Public
NHS Connecting for Health

- > sharing patient related information with patients
- > engaging with patients and involving them to check and input into their medical records
- > information Governance and the electronic patient record
- > an update from NHS Connecting for Health

17.00 Questions and answers, followed by close

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Thursday 16 September 2010 Manchester Conference Centre, Manchester



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Venue
Manchester Conference Centre, UMIST, Weston Building, Sackville Street, Manchester, M1 3BB. A map of the venue will be sent with confirmation of your booking.

Date
Thursday 16 September 2010.

Conference fee

£365 + VAT (£428.88) for NHS, social care, private healthcare organisations and universities.

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£300 + VAT (£352.50) for IHM members.

The fee includes lunch, refreshments and a copy of the conference handbook. VAT at 17.5%.

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