hscic Health & Social Care Information Centre

Summary Care Records

Community Pharmacy Summary Care Record (SCR)

Privacy Officer End-user

Introduction

This Privacy Officer module:

- Is designed for all staff with the responsibility of monitoring alerts and auditing viewing activity in community pharmacy
- Summarises how to monitor alerts and audit viewing activity
- Suggests some best practice to help

Consent and Patient Choice Recap

Creation of an SCR:

- Patient can opt out or in at any time as often as they like

Viewing SCRs:

- The patient asked permission to view before health professional can access their SCR
- Emergency Access is available to some users if permission cannot be obtained e.g. the patient is unconscious or confused
- Alerts can be generated when SCR is used
- A Privacy Officer needs to monitor these alerts

Privacy Officer Role and Responsibilities

The Privacy Officer role can be:

- Specifically for the purpose of SCR; or
- Incorporated into the existing IG function of an organisation

The Privacy Officer should:

- Receive alert notifications
- Investigate alerts e.g. matching a self claimed LR alert to the local record of patient care (PMR) or identifying unusual patterns of Accesses
- Escalate inappropriate accesses
- Ensure local IG processes incorporate SCR viewing activity e.g. Information Governance Policy, Confidentiality Policy

Alert Generation

- Alerts will be generated when a pharmacy staff member views an SCR and that action needs to be verified and/or investigated
- Alerts will identify the patient whose record has been viewed, the user that has viewed the record and the site the access occurred
- The following actions will generate an alert:
  - Use of clinician self claimed LR
  - Use of Emergency Access

Monitoring Alerts

- When an alert is generated, a notification will be created and sent to the person responsible for monitoring the alerts
- These notifications can be switched off and reports should be run instead on a regular basis for monitoring and investigation
- The tool for monitoring and managing alerts is called the Alert Viewer
- Each organisation must ensure that they have a nominated responsible officer (normally the Privacy Officer), with the correct RBAC on their smartcard, to access this tool and manage the alert process

Alert Notification Text

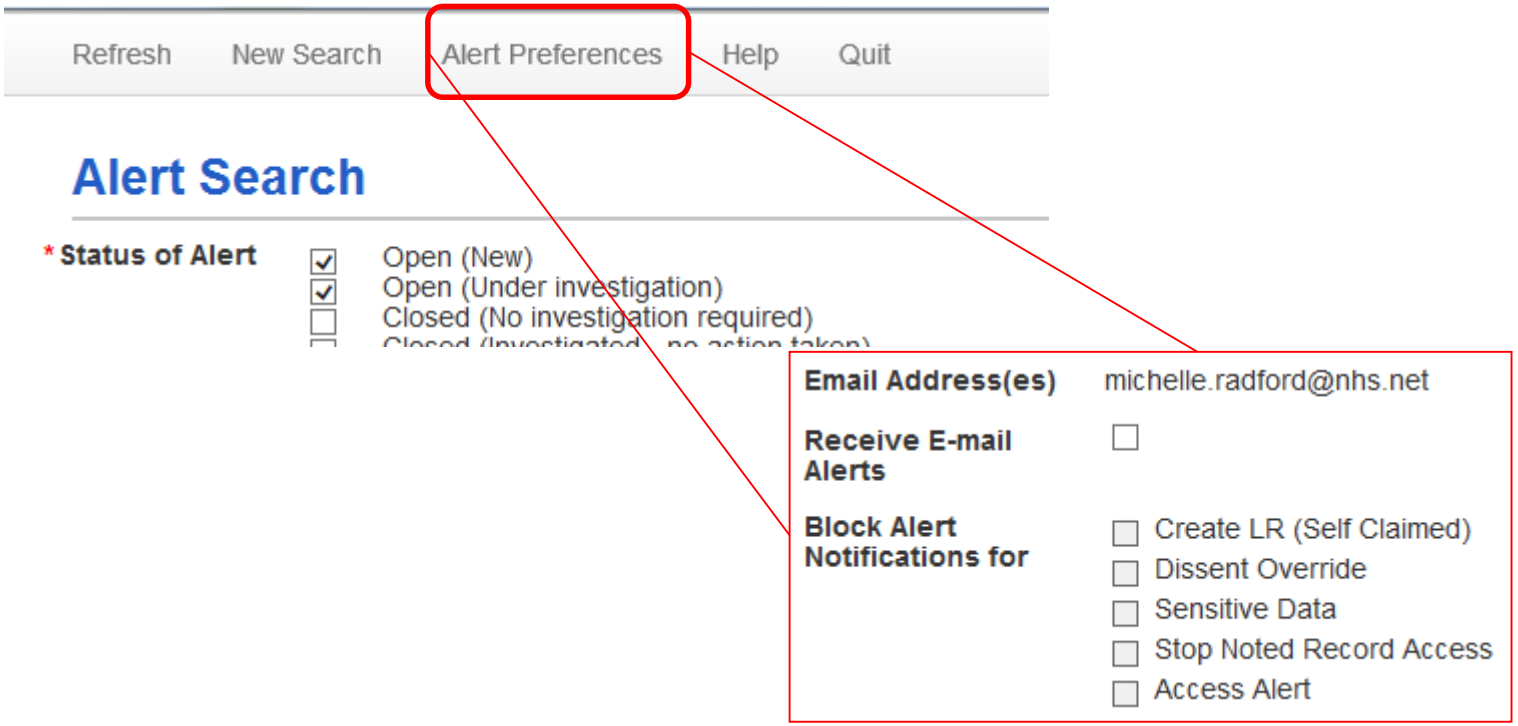
Subject: Alert Notification

urn:nhs:names:services:lrs: Create LR (Self Claimed) alert on 19-Jun-2014 12:33:20 by ***This will be the site code***

Alert Id: 7E07F1A7-A924-4FF1-B8A9-D44FFA4FCB72

This message is sent automatically based on information held on the Spine. To stop receiving alerts, please contact your local Spine administrator. Please do not reply to this email.

Email Notification in Alert Viewer



Email alerts can only be received be emails with the following extensions:

@nhs.net/uk - @gov.uk - @mod.uk @police.uk - @Cjsm.net

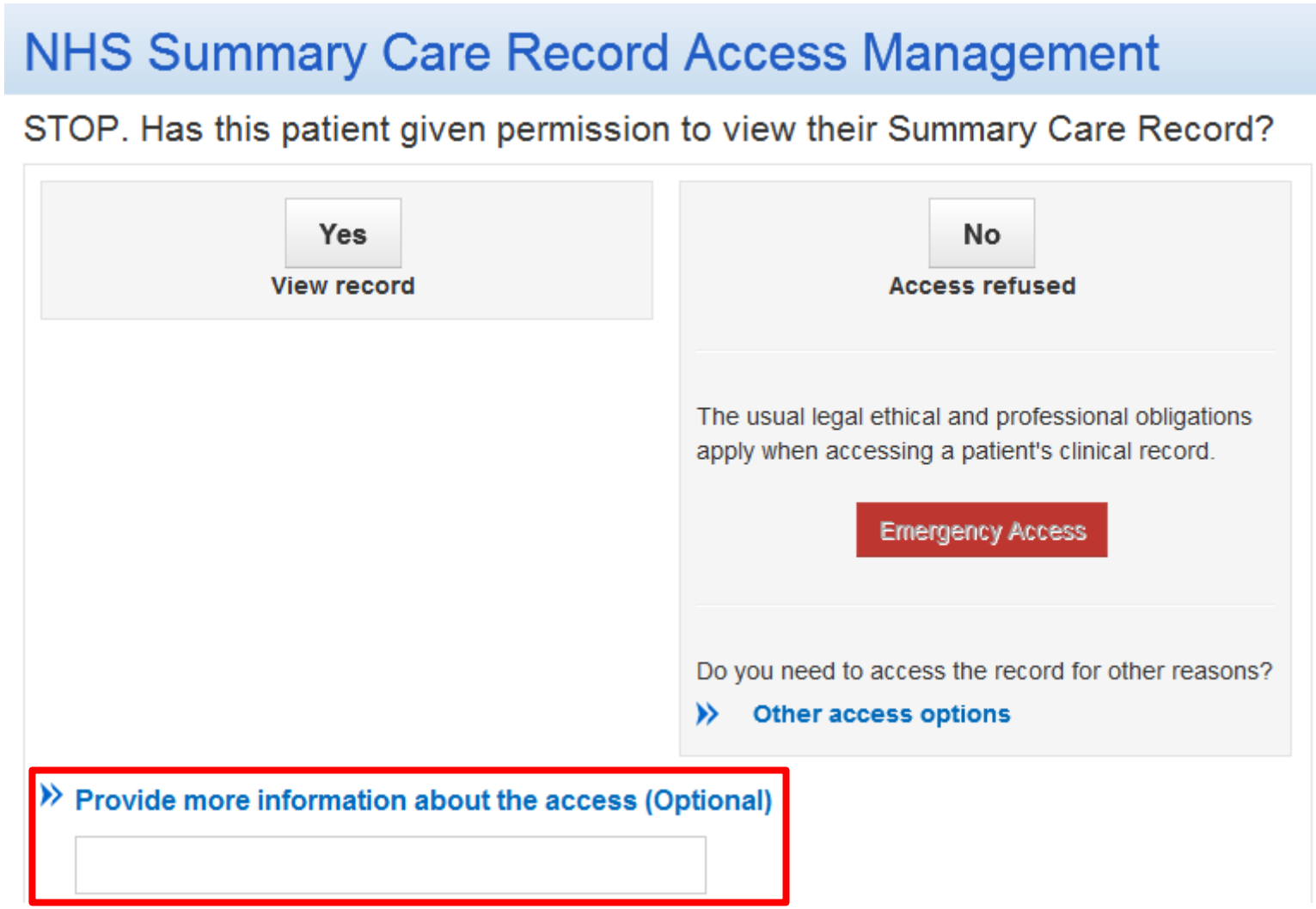
Alert Types

- All of the alert types will need to be managed but some are more common than others
- How they will be managed will be decided by the local organisations IG policies and procedures

Locum Accesses

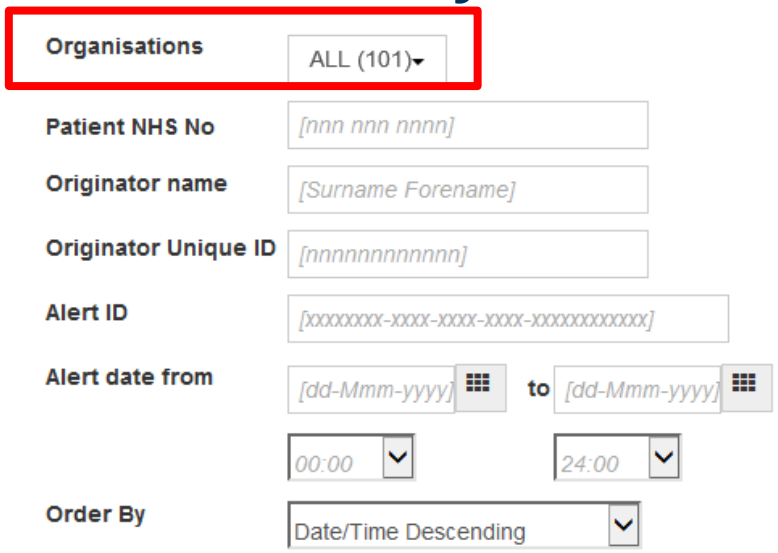
- Regular locums should have the sites ODS code assigned to their smartcard
- Irregular Locums will have a generic code on their smartcard (FFFFF)
- What ever type of access they perform they (irregulars) should record the site ODS code into the comments box
- This can then be cross checked with that days staff logs

Comments Box



Multiple Sites

- Some privacy officers will be responsible for multiple sites
- Within the alert viewer there is a facility to search for different ODS codes that are allocated to that Privacy Officer



Investigating Alerts

- IG alerts can be viewed using the Alert Viewer which enables:
  - The recording and storage of IG alerts with the capability to search, view and close alerts
  - The generation of IG alert notifications
- Alert Viewer is accessed using the Spine Portal or directly from the desktop
- Access is granted as part of the Privacy Officer RBAC role

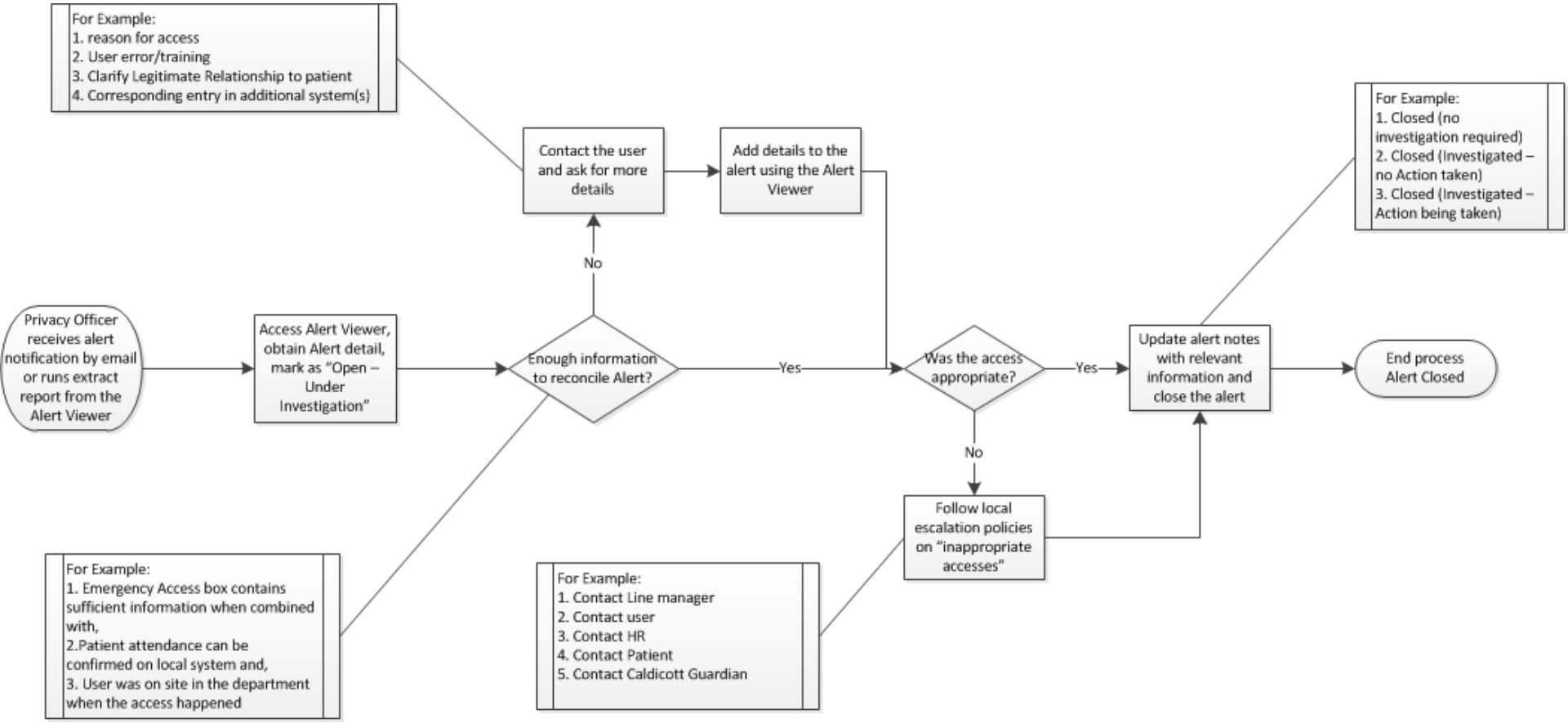
Reconciling accesses

- Organisations are responsible for auditing accesses to their records and for providing responses to queries from patients requesting details of who has accessed their record
- Required by Care Record Guarantee

Example Business Processes for POs

- Business processes are needed for the Privacy Officer to define how to investigate alerts
- The following activities need to included in these processes:
  - Receiving notifications or running reports
  - Investigating alerts e.g. matching a self claimed LR alert to the local record or identifying unusual patterns of accesses
  - Escalating inappropriate accesses to relevant parties
  - Closing and updating the alert status

Example Business Process



Alert Tools Demonstration

- Demonstrations are available for the following:

Search, Update & Close

Subject Access Request

SCR Access Report

Auditing SCR Activities

- NHS organisations are responsible for auditing accesses to their records and for providing responses to queries from patients requesting details of who has accessed their record
- Required by Care Record Guarantee
- In order to run audit reports for SCR viewing activity, Privacy Officers can use:
  - The Spine Reporting Service (SRS) if the viewing system was SCRa (accessed via the Spine Portal)
  - Reports on the host system if the viewing system was an integrated solution e.g. Adastra or Ascribe Symphony

Audit Reports - Subject Access Requests (SAR)

A subject access request (SAR) as defined by the Data Protection Act 1988, is when a patient wishes to know who has looked at their information in that organisation.

- Not many patients make a SAR. Very Rare.
- Normally these are received via the organisations Caldicott Guardian or IG manager
- In the event that the PO can see multiple sites information should only be provided on the organisation/sites that the PO is responsible for

Audit Reports - Other types

When the viewing system is SCRa, various reports are available including:

- Users that have accessed a specific record
- Records accessed by a specific user
- Transaction detail report
- SCR Access Report

Access is granted as part of the Privacy Officer RBAC role

Privacy Officer RBAC Role

Privacy Officer

- S8002 : G8003 : R0001
- Admin and Clerical : Admin and Clerical : Privacy Officer

Activities :

- B0016 - Receive Self Claimed LR Alerts
- B0015 - Receive Legal Override and Emergency View Alerts
- B0018 – Receive Seal alerts

Additional Information

- SCR IG Pages

  http://systems.hscic.gov.uk/scr/implement/ig

- Alert Viewer user guide

  http://systems.hscic.gov.uk/scr/library/iguseguid.pdf

- Authentication and Role Based Access Control

  http://systems.hscic.gov.uk/rasmartcards/strategy/raoverview

Connect with us

Web:

www.hscic.gov.uk/scr/pharmacy

Prezi:

User Demo

Email:

scrpharmacy@hscic.gov.uk

Twitter:

@NHSSCR

Sign up to the SCR bulletin:
http://systems.hscic.gov.uk/scr/signup