**Confidentiality**

Page 2 of 3

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|  | **Action Points** | **Yes** | **No** | **Action Required** |
| **1** | **Are there any risks around the reception area?** | | | |
| Can patients hear the team from the waiting area? |  |  |  |
| Are computer screens visible to patients? |  |  |
| Is there a message board? Is it visible to patients? |  |  |
| Does the team contact patients / labs etc by telephone from the reception area? |  |  |
| Is there a notice, asking patients to respect other patient’s privacy? |  |  |
| Do you play recorded music in the waiting room? *(check valid Performing Rights licence)* |  |  |

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|  | **Action Points** | **Yes** | **No** | **Action Required** |
| **2** | **Are there any risks in consulting rooms?** | | | |
| Are rooms always locked when not in use? |  |  |  |
| Are other patient’s records placed ‘face-down’ when consulting? |  |  |
| Are other patient’s electronic records or appointment screens visible before bringing up the current patient? |  |  |
| Can conversations be heard between consulting rooms or from the corridor? |  |  |

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|  | **Action Points** | **Yes** | **No** | **Action Required** |
| **3** | **Are there any risks associated with using electronic patient records (EPR)?** | | | |
| Do computers have activated screensavers? Are they password protected? |  |  |  |
| Are consulting room computer screens locked or logged off before rooms vacated? |  |  |
| Do individuals have their own user names and passwords, including trainees, locums and attached clinical staff? |  |  |
| Are passwords ever shared between team members? |  |  |
| Are passwords to the network kept secure and changed frequently? |  |  |
| Can you restrict access to EPRs if required? |  |  |
| Can you restrict access to information within EPRs? |  |  |
| Is there a practice policy for use of internet and e-mail? |  |  |
| Are laptops/ PDAs secure – in practice, cars, home? |  |  |
| Are your computer backups stored securely *(theft, fire, flood etc)*? |  |  |

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|  | **Action Points** | **Yes** | **No** | **Action Required** |
| **4** | **Are there any risks associated with using manual records?** | | | |
| Are they locked away at night? |  |  |  |
| Are they accessible to cleaners? |  |  |
| Has everyone with access to them signed a confidentiality statement/ agreement? |  |  |
| Is there a policy for removing records from the building *(house visits/ working out with hours etc)*? |  |  |
| Are they stored securely if archived *(theft, fire, flood etc)*? |  |  |

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|  | **Action Points** | **Yes** | **No** | **Action Required** |
| **5** | **Are there any risks associated with providing results?** | | | |
| Who do the team give results to? What about children/ teenagers/ the elderly? |  |  |  |
| Do team members always know they are speaking to the correct person? |  |  |
| How do they check? |  |  |
| Is there a practice policy regarding leaving messages on answering machines? |  |  |
| Is there a policy on use of patients work or mobile contact details? |  |  |

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|  | **Action Points** | **Yes** | **No** | **Action Required** |
| **6** | **Are there any risks associated with providing prescriptions?** | | | |
| Who do the team give prescriptions to? |  |  |  |
| What about children/other family members? |  |  |
| Do team members always know they are issuing prescriptions to the correct person? |  |  |
| Are prescriptions kept near front desk securely and out of sight? |  |  |
| Is there a policy regarding prescriptions collected by local pharmacy? |  |  |
| Is there a record of prescriptions collected including signature of who collected? |  |  |
| Does everyone know the policy? |  |  |

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|  | **Action Points** | **Yes** | **No** | **Action Required** |
| **7** | **Are there any potential risks in using voice recorders?** | | | |
| Are these held securely within the administrative area or consulting rooms? |  |  |  |
| Are hard drives ‘erased’ before returning them to clinicians? |  |  |

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|  | **Action Points** | **Yes** | **No** | **Action Required** |
| **8** | **Are there any risks associated with faxing?** | | | |
| Are confidential documents ever sent by fax? *(referrals/scripts/letters)* |  |  |  |
| Is this necessary? |  |  |
| Is there a policy on removal of patient identifiable information before sending? |  |  |
| Do you utilise the speed dial facility on your fax machine? *(i.e. store commonly used numbers)* |  |  |

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|  | **Action Points** | **Yes** | **No** | **Action Required** |
| **9** | **Are dangers highlighted around office chat?** | | | |
| Are patients discussed in common areas of the practice? |  |  |  |
| Are the team aware of the risks associated with increasing unnecessary vulnerability to confidentiality? |  |  |
| Are the team aware of confidentiality when visitors are around *(e.g. window cleaner, reps, engineers)*? |  |  |

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|  | **Action Points** | **Yes** | **No** | **Action Required** |
| **10** | **Are risks highlighted around social chat?** | | | |
| Are staff occasionally put ‘in an awkward position’ when outside the practice? |  |  |  |
| Do individuals know how to deal with this? |  |  |

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|  | **Action Points** | **Yes** | **No** | **Action Required** |
| **11** | **Is there a clear policy for handling data access requests in relation to...** | | | |
| Patients seeking access to their records? |  |  |  |
| Solicitors/ Insurance companies seeking access to patient records? |  |  |
| Access to deceased patient’s records? |  |  |
| Access requests from police officers? |  |  |
| Does everyone know the policy? |  |  |

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|  | **Action Points** | **Yes** | **No** | **Action Required** |
| **12** | **Is there an induction programme for all new staff including locums?** | | | |
| Are the team involved? |  |  |  |
| Is it reviewed regularly? |  |  |
| Does regular training take place |  |  |
| Is it documented? |  |  |

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|  | **Action Points** | **Yes** | **No** | **Action Required** |
| **13** | **Is there a system in place for incident reporting?** | | | |
| Significant Events in relation to confidentiality – both good and bad? |  |  |  |
| Are near misses also reported? |  |  |