**Confidentiality**

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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? |[ ] [ ]   |