

Core brief

Introduction

This issue brings you information on data breaches.

Data Breaches

Two of the most common data breaches reported across NHSGGC are:

- Patient information being sent to the wrong address, e.g. a patient has moved address and the new address is on the referral letter from GP, but the address is not checked when the appointment letter is sent out, resulting in the letter being sent to the patient's previous address in error; **and**
- Information relating to a patient is sent out to the wrong patient in error, for example, minutes of a case conference relating to a young adult, sent to the wrong parents.

Patients entrust the NHS with their personal information and expect us all, as members of its staff, to respect their privacy and handle their information appropriately. All staff have an ethical and legal duty to keep patient information confidential. While human error will always exist, both of these types of data breach are avoidable with some extra care and attention.

Staff are reminded to check all correspondence before sending to ensure the correspondence relates to the relevant patient; the correct address is registered on our systems and is on the letter before posting and the contents relate to the correct patient.

These breaches can have serious consequences for the patient who may suffer distress as a result of this.

Staff are required to follow the guidance set out above in relation to all patient correspondence before dispatch to ensure the correspondence is being sent to the correct recipient.

Staff are reminded data protection and information security training is mandatory. If you have not completed this, you can access this [HERE](#). You can also access the Board's Information Governance policies and procedures [HERE](#) and the Information Governance department homepage [HERE](#) (please note these links are all available on StaffNet).

If there are any additional specific individual or departmental data protection training requirements, please contact the Information Governance Team at data.protection@ggc.scot.nhs.uk

Are your contact details up-to-date? [Click here to check](#)