Shared Learning in Suffolk

Type of Event:
Information Governance Breach

Event:
NHS Staff member working in another region has been receiving confidential text messages from an NHS organisation in the East of England that contained patient identifiable information including the address, complaint and in some cases, the patient’s date of birth. The staff member has confirmed that the information has not been shared with anyone else and has now been deleted from their phone after forwarding the text securely to the originator for review.

Notable Practice:
- Prompt action by NHS staff member in receipt of confidential information
- Early reporting to Information Commissionaires Office of a Breach by the organisation

Improvement:
The process to ensure the removal of numbers that have ceased being used within the organisation needed to be reviewed.

Learning:
As a result of this incident the following improvements have been made:

- A review of who has access to the Database Management System within the organisation
- Update the procedure that enables timely deletion of a number that has ceased being used
- Assurance to the organisations Information Governance committee that the Database is up to date

If you have any constructive comments please send them to WSCCG_SUI@nhs.net