Simplification of IG

- The Data Strategy for Health and Social Care includes Outcome 2: '*Staff and system leaders are empowered and confident to share and handle data, through simple, unified, information governance guidance and a clear understanding of legal safeguards*'

- To deliver this outcome, we have:

  - Convened a new **Information Governance Panel for Health and Care**
  - Launched the **Red Tape Challenge** with a stakeholder meeting (asking wider national organisations to sign up to the aim of simplifying and ensuring all national IG guidance is consistent)
  - Established an **IG portal** to host a range of new IG guidance, resources and engaging content

Health and Care IG Panel

NHSˣ

- The Panel brings strategic IG policymaking and advice into one place. By doing this we can provide clearer and more consistent advice.

- The Panel is formed of those who have a statutory responsibility to produce IG guidance.

- Members include the the Information Commissioner's Office, National Data Guardian, NHS Digital, Care Quality Commission.

Simon Madden

Simon Madden is Director of Policy & Strategy at NHSX and Chair of the Health and Care Information Governance Panel. …

Dame Fiona Caldicott

Dame Fiona Caldicott is the National Data Guardian for Health and Social Care in England. She ensures that the public …

Ian Hulme

Ian has worked for more than 20 years in regulation. He joined the ICO as Director of Regulatory Assurance in …

Jackie Gray

Jackie Gray is a practising solicitor and Executive Director of Information Governance at NHS Digital, having joined the organisation in …

Professor Jo Martin

Dr Tony Calland

During my professional

Dawn Monaghan

A graduate of Bristol Old Vic

Andrew Hughes

Andrew Hughes is the Loca

Panel Working Group

NHSˣ

- The Panel Working Group is critical in supporting the panel. Each Panel member organisation is represented on the Working Group.

- The Working Group meets monthly to consider in detail each piece of guidance. It signs off short pieces of guidance for publication on behalf of the panel. It considers longer pieces of guidance before they are considered by the Panel.

- The Working Group can escalate any issue to the Panel.

- An informal check and challenge is also used to consider guidance before it reaches the Working Group. This includes stakeholders, IG professionals and patients.

Red Tape Challenge: Background

- IG guidance currently exists in a lot of different places and the landscape is complex

- 'Red Tape' Challenge sets out to review existing published national IG guidance

- Seeks to ensure that all guidance is consistent with other published guidance, valid, clear and up-to-date, tackling:
  - gaps or inaccuracies
  - conflicting information issued by different bodies.

- Held workshop with national stakeholders who produce IG guidance in October to ask them to sign up to the challenge.

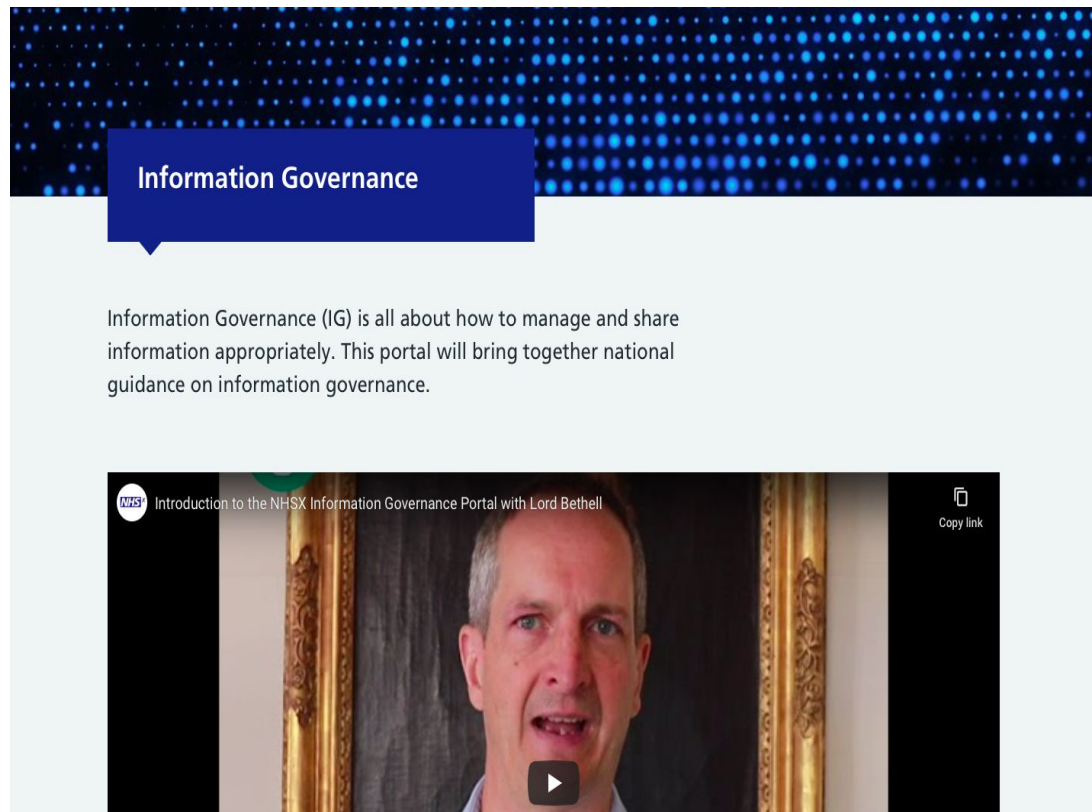# Red Tape Challenge: Processes

- Plan is for a monthly focus by **topic area**

  - Stage 1 - **Discovery**
  - Stage 2 - **Review**
  - Stage 3 - **Working Group Assurance** of decisions relating to guidance
  - Stage 4 - **Requesting Changes**
  - Stage 5 - **Tracking progress**

Red Tape Challenge: Commitment

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- We are now proceeding to get formal sign up to challenge

- We are asking organisations to commit to:
  - the collective review of national published information governance guidance to ensure it is clear, consistent and up-to-date (the HCIG Panel Working Group will play an active role in this);
  - ensuring guidance, once reviewed, is accessible through the NHSX portal;
  - the reduction of conflicting information being issued by different bodies;
  - engaging with the Panel Working Group when they identify inconsistencies in guidance;
  - updating guidance that is no longer up-to-date or withdrawing guidance that is no longer relevant.

IG Portal

- The IG Portal brings together IG guidance; FAQs and the latest news.

- It will bring together both guidance produced by the Panel and guidance which has been through the Red Tape Challenge to deliver a one stop shop

Overview of New Content

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GUIDANCE AND ADVICE	ABOUT THE PANEL	OTHER CONTENT
Joining Up and Supporting Care ● Sharing information between MDTs ● Sharing information with the voluntary sector **Managing Information** ● Mobile Messaging ● Using your own device ● Video conferencing (coming soon) ● Email/texting patients ● Consent ● Subject Access Requests **Consultations** ● Records Management Code	● Simon Madden Blog ● ICO/NDG Blog ● Bios ● Minutes	**Videos** ● Lord Bethell launch video ● 'Ask the IG Professional Q and A videos ● Jackie Gray video (coming soon) ● Other panel member videos (coming soon) **Case Studies** ● How IG guidance has supported care during COVID ● How IG networks in East of England have made a difference (*coming soon*) ● Day in a life of IG professional (*coming soon*) ● Health and Care professional case studies (*coming soon*) **Questionnaire feedback report** **Bulletin**

- **Encryption** – does the app meet the NHS end-to-end encryption standard of "AES 256"?
- **End-user verification** – can the app verify that the people using the app are indeed who they say they are?
- **Passcode protection** – can a secondary PIN be used to protect the app, and can it be time-out enabled?
- **Remote-wipe** – can the messages be removed if the device is lost, stolen or redeployed to another staff member?
- **Message retention**[1] – does the app allow automatic deletion of messages after a set period of time?

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[1] It is important to handle all medical records in line with all relevant legislation, codes of practice and guidance, such as the General Medical Council (GMC) Code of Confidentiality.

3

Classification: Official

Only use a standalone instant messaging application if your organisation does not provide a suitable alternative. In such a case, the following table may help you choose an instant messaging app. Note that we have not tested the features of these apps: we are simply reflecting what was stated on their websites at the time of publication.

	End-to-End encryption (AES 256)?	Passcode protection?	Remote wipe?	Message retention – automatic deletion?
WhatsApp	Yes	Not on app	No, but account can be deactivated	Secret conversation
Viber	Yes	Yes, on hidden chats	No	Yes
Telegram	Yes (letter-sealing feature)	Yes	Yes	Yes
Signal	Yes	Yes, on Android	Not Known	Yes

Old vs New

Comparison of existing guidance on mobile messaging vs new simplified version

Guidance for healthcare workers

This is a quick guide to help staff in health and care organisations think through the information governance (IG) considerations when using mobile messaging.

It is fine to use mobile messaging to communicate with colleagues and patients/service users as needed. It is also fine to use commercial, off-the-shelf applications such as WhatsApp and Telegram where there is no practical alternative and the benefits outweigh the risk.

Mobile messaging can be useful in health and care settings, particularly in emergency situations, but you should take sufficient steps to safeguard confidentiality. Below are a series of tips that will help you to use mobile messaging safely and keep information confidential.

Tips for using mobile messaging safely

- Minimise the amount of personal/confidential patient information you communicate via mobile messaging.

- The mobile messaging conversation does not replace the formal health and care record. Instead, keep separate health and care records, transfer any clinical decisions communicated via mobile messaging as soon as possible and delete the original messaging notes.

- Remember that mobile messaging conversations may be subject to

Launch

- There was a soft launch of the portal on 1st Oct.

- We are following this up with a campaign to reach front line staff.

- We will launch a survey to understand where front line staff would like more clarity

- We will report on the results of the survey in November

Find out more…...

- Please take a look at the portal, share and let us know your thoughts. nhsx.nhs.uk/information-governance

- Sign up to receive updates on the Portal: england.IGpolicyteam@nhs.net