

Date: 01/09/2015

FREEDOM OF INFORMATION REQUEST FOI/012346 – Information Governance Incidents

Please can you indicate for the period April 2014/ March 15 how many information governance incidents you had for the following national categories, and please indicate which ones were level 2 and above.

Categories for April 2014/ March 15

- Disclosed in error – Post
- Disclosed in error - Fax
- Disclosed in error - Email
- Disclosed in error – Other
- Lost in transit
- Lost or stolen hardware
- Lost or stolen paperwork
- Non secure disposal hardware
- Non secure disposal paperwork
- Uploaded to website in error
- Security failing - Technical (including hacking) • Security failing - Organisational or Procedural • Unauthorised Access • Unauthorised Disclosure • Corruption or inability to recover electronic data • Misfiling • Data Quality

Please provide the results in a table with the following headings

- Category
- Numbers of incidents April 2014/ March 15

- Numbers of incidents level 2 or above

Please can you also provide this data for the time period of April 2015 to June 2015. Again Please provide the results in a table with the following headings

- Category
- Numbers of incidents April 2015/ June 15

- Numbers of incidents level 2 or above

Please find the response to your request below.

There have been no level 2 incidents reported to STEIS for the period below.

Count of incidents by Sub Category and Incident date (Month and Year)

Sub Category - Confidentiality breach	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Total
Face to Face (Verbal)	1	0	0	1	0	2	0	1	0	0	0	0	0	2	0	7
Incorrect Storage/Transfer	3	1	4	3	0	1	0	0	1	2	1	1	1	1	0	19
Letter/Email/Internet Fax Telephone	3	4	3	5	3	1	3	3	2	2	6	3	4	0	2	44
Records/Information	2	5	2	4	3	2	3	3	2	2	4	10	5	1	3	51
Total	9	10	9	13	6	6	6	7	5	6	11	14	10	4	5	121

In a service as large and complex as the NHS, the potential for error presents a constant challenge. Things will sometimes go wrong. When they do, the response is not one of blame, but of learning from these and having a framework to reduce risk in the future. With this support staff have a healthy attitude to reporting incidents, which is further supported by annual mandatory information governance training for all Trust staff.