

**Compliance Team – Health Records**

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## FOI REQUEST NUMBER 291 2015

**Request**

**SECURITY MEASURES**

What type of security measures had this hospital put in place since 2007 in order to protect that data belonging to NHS patients who had received treatment at this hospital?

What procedures have been in place since 2007 that might protect patients from West Suffolk Hospital cleaning staff from viewing and then interfering with NHS patient's data since 2009?

Since 2013, how many times have former patients approached your PALS department for help in sourcing a copy of the protocols requested above?

**Response**

Thank you for your recent request under the Freedom of Information Act. I can confirm the following:-

What type of security measures had this hospital put in place since 2007 in order to protect that data belonging to NHS patients who had received treatment at this hospital? All staff employed by this Trust are bound by confidentiality. The Trust has various documentation, processes and policies relating to patient confidentiality. These are covered within Information Governance Policies and Clinical Policies. To locate and provide in excess of 100 different policies would be over the 18 hours appropriate time limit set under the Freedom of Information Act (Exemption 12)

What procedures have been in place since 2007 that might protect patients from West Suffolk Hospital cleaning staff from viewing and then interfering with NHS patient's data since 2009? All staff employed by this Trust are bound by the policies detailed in the above question. Electronic Epex patient records can only be accessed by authorised staff with smartcards and passwords these records are used within inpatient wards. If your request relates to staff employed by West Suffolk Hospital then you would need to request this information directly from this hospital as we would not hold information relating to these staff or their employment conditions or policies by which they have to abide by.

Since 2013, how many times have former patients approached your PALS department for help in sourcing a copy of the protocols requested above? We do not record this information, so are unable to provide it.

The Trust provides a complaints procedure to deal with complaints about the Trust's handling of requests for information. If you feel you need to make a complaint, in the first instance, you should contact a Non-Executive Director via the Chair of the Trust. If you feel you have exhausted our internal complaints procedure, you also have the right and may feel you wish to write to the

Information Commissioner who can be contacted on telephone number 01625 545740 or at [www.ico.gov.uk](http://www.ico.gov.uk).