

## **Agenda Item 13**

**From:** Norbert Lieckfeldt  
**To:** Council of Governors  
**Date:** 21 March 2019  
**Subject:** Information Governance Development Session

---

### **1.0 Purpose of the Report**

- 1.1 To update the Council on the recent Information Governance Development session on 14 February 2019.

### **2.0 Background**

- 2.1 Information Governance (IG) relates to the way in which the NHS handles all of its information, in particular the personal and sensitive information relating to patients and employees.
- 2.2 While Governors do not usually handle or have access to patient information there are specific circumstances in which Governors in the normal course of their duties may encounter information covered under IG and it is therefore important that they know how to handle such data/information.

### **3.0 Development Session**

- 3.1 This was one of our regular Governors development sessions, scheduled one hour before the Governors Open Forum.
- 3.2 The slides of the development session have been shared with all Governors.
- 3.3 Please note the development session scheduled for 4<sup>th</sup> April 2019 (4pm to 5pm) will feature the Trust's Freedom to Speak Up service.

### **4.0 Top Three Learning Outcomes**

- 4.1 Governors may, in the course of their duties or through other sources, hear about the personal circumstances or medical history of service users, carers or staff.

The meeting highlighted that we all have a legal duty to respect privacy and to only use personal information appropriately.

The personal information and/or medical history of service users is restricted and may **under no circumstances** be discussed with others **without** the **express** permission of the service user involved.

The only exception would be following an assessment that the personal safety or the life of the service user in question or of someone else would be in imminent danger – at that point Governors are asked to alert the Trust's Safeguarding Team if possible, or any other relevant authority if necessary.

- 4.2 Governors may, in the course of their duties or through other sources, hear complaints from members or service users about the Information Governance of the Trust (eg confidentiality of personal information may have been breached inadvertently by ELFT). Please signpost these to the Membership Office so we can forward to the appropriate PALS or Complaints departments.
- 4.3 Governors may, in the course of their duties or through other sources, hear about internal Trust matters such as those relating to personnel decisions (eg appraisals, remuneration) or of a commercial nature. As detailed in the Governors Code of Conduct<sup>1</sup>, These are regarded as confidential and should not be discussed.

## **5.0 Action Being Requested**

- 5.1 The Council of Governors is asked to **RECEIVE** and **NOTE** the report.

---

1

2.16 Respect the confidentiality of the information they are made privy to as a result of their role as a Governor.