

1.21.10 Incidents

Please provide brief (anonymised) details of any breaches resulting in the loss of, damage to, or unauthorised disclosure of person confidential data (PCD) within the past 2 years.

(Maximum Word Count 500 plus relevant attachments)

Words used = 397

1.21.10.1-Numbers of breaches in the past 2 years

Vocare has identified 55 data security breaches in the past 2 years.

Key breach issues relate to:

Loss of identifiable data	<ul style="list-style-type: none"> • Patient identifiable data left lying out usually in centres. • Patient records, including prescriptions, left in cars, on work surfaces, in medicine boxes. • Staff information left around, e.g. return to work, staff demographic and contact details. • Confidential information mislaid, lack of use of agreed physical controls, e.g., information left out on desk. • Email transfer of personal information to incorrect recipients.
Access control	<ul style="list-style-type: none"> • Failure to adhere to process and access records appropriately, notably smart cards.
Accuracy of data gathering	<ul style="list-style-type: none"> • Delay in information being appropriately shared. • Inaccuracies inputting patients' demographics meaning records go to incorrect GP practice as post event messages.

1.21.10.2-Details of breaches resulting in the loss of, damage to, or unauthorised disclosure of PCD

10 incidents triggered the reporting threshold and were reported to NHS Digital, of which NHS Digital considered only two to be sufficiently serious for onward referral to the ICO.

Following review, the ICO deemed no further action necessary.

Incident summary	When	ICO response/outcome
<p>A receptionist accessed a data subject's details on NHS Spine without need, with allegations that they also accessed other data subjects' details without need.</p> <p>Delay in reporting to NHS DIGITAL was caused by clarification of whether it was one index case affected, or as alleged, several data subjects. Confirmed by NHS DIGITAL NIC-365789-X0B7S [02/04/2020] that Vocare was not involved in any other data breaches in this regard.</p> <p>A serious incident was declared; RCA completed including duty of candour, smart card access removed from the individual, who no longer works for Vocare.</p>	April 2020	<p>We have considered the information you have provided, and we have decided that no further action by the ICO is necessary on this occasion.</p>

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Incident summary	When	ICO response/outcome
<p>NHS-111 call was emailed to several staff with no involvement in the call, including to a private email address outside the organisation.</p> <p>A serious incident declared, staff were identified and, where appropriate, suspended. Emails of the call were tracked and deleted.</p> <p>Assurance was sought regarding passage of call outside organisation.</p> <p>Formal interview with the staff members involved HR. Duty of candour was actively undertaken. The CCG and CQC were informed</p>	September 2019	We have considered the information you have provided, and we have decided that no further action by the ICO is necessary on this occasion.