



Security of patient records – what **YOU** need to know to **minimise breach of patient confidentiality**

An evening workshop providing **up to date guidance** on the Caldicott principles. Aimed at **ALL** GP practice staff

DD&P Training Services are a leading training and education provider to healthcare professionals. We provide **interactive courses** of the **highest standards**, ensuring all delegates receive up to date information and are provided with an opportunity to raise their concerns and have their issues addressed.

Patient confidentiality is a very important issue in the healthcare environment; and in some cases the importance of maintaining patient confidentiality is overlooked. This interactive workshop will provide a concise summary of the key Caldicott Principles that all members of staff working in GP practices need to be aware of and adopt within practice. The workshop will provide **enjoyable** and **interactive learning** for **all healthcare workers in the GP practice who handle patient information**. This includes receptionists, administrators, nurses, doctors, practice managers and support staff. It will also be useful for partner organisations who may need to share information with the PCT. The focus is very practical. We minimise and clarify jargon and bring in real life practice situations. There will be several scenarios and group work sessions to help you make the learning applicable to your work.

Some of the areas covered in the workshop include:

- ◆ Responsibility for overseeing matters of confidentiality in your practice or department. What are the obligations?
- ◆ What the public should know about how the information they give is used
- ◆ Confidentiality in the reception area and waiting area / Confidentiality considerations when dealing with business visitors
- ◆ Security of the practice and the patient or client records / Computers, passwords, access levels, positioning of screens, IT security.
- ◆ Dealing with requests to share confidential information with people who are not employees of the Trust. Information sharing protocols.
- ◆ Minimising danger points for breach of confidentiality
- ◆ Mapping information flows
- ◆ Action planning – suggestions for change to improve confidentiality
- ◆ A sample “code of conduct” will also be provided that can be used in your practice

Workshop Date:

Venue:

Only a limited number of places are available on each workshop. To reserve your place please complete the form below and fax the whole sheet back to DD&P Training Services on: 0116 2413508

Reservation form	
Practice Name	Contact Name
Address	Tel / fax
	Please reserve.....(insert number) of spaces for us at the workshop (please provide delegate names and job title on a separate piece of paper)
Post Code	Workshop date
E-mail address:	