

Information Sharing Agreement



IBIS System

Change, Grow, Live (CGL)

and

**South East Coast Ambulance
Service NHS Foundation Trust**

Review date:

ISP Version Number:

Introduction

This agreement supports the South East Coast-wide Data Sharing Agreement by providing specific clarity regarding the IBIS system.

This document has been produced to describe the processes that Change, Grow, Live and South East Coast Ambulance Service NHS Foundation Trust (“SECAMB”) will follow in respect of the sharing of information required to share data about patients calling 999 who are registered on the IBIS system.

This document aims to clarify the circumstances surrounding the provision of information between the Change, Grow, Live and SECAMB to ensure both organisations can work collaboratively in making decisions and promoting the safety of patients, the public and staff.

The processes described embody the principles of the Data Protection Act 1998 relating to the processing of personal data, the Human Rights Act 1998 for rights in relation to an individual’s privacy, the common law duty of confidentiality and the information security, and Caldicott principles surrounding the transfer of information.

This agreement has been developed to:-

- Document the specific purposes for which the signatory partners have agreed to share information;
- Describe the structure that will support the disclosure of information between partners;
- Describe the security procedures necessary to ensure compliance with legal and regulatory responsibilities including under the Data Protection Act 1998; and
- Ensure compliance with each others policies, legal duties and obligations.

IBIS System

The Information Sharing Process

The IBIS system is a database which holds information supplied by community health care professionals who manage a case load about specific patients who are at risk of admission should they need to call 999. The information supplied is released to SECAMB clinicians once a stringent matching process is carried out to ensure that the person calling 999 is the same person registered on the IBIS system.

The system is hosted on-site on SECAMB premises. There is a separate server through which patients’ case managers can log in to the system in order to submit clinical summaries about their patients on the main secure server, behind the SECAMB firewall and within the NHS N3 environment.

Patient Case Managers can only log on to IBIS through NHS computers.

Accuracy

It is the responsibility of both Change, Grow, Live and SECAMB to ensure that information shared is accurate at the point of upload. The Patient Care Co-ordinator from Change, Grow, Live is ultimately responsible for the accuracy of the data supplied (at the point of upload). SECAMB have no access to alter care records submitted by Care Co-ordinators.

Consent

It is the responsibility of the IBIS user from Change, Grow, Live to obtain consent from the patient for data to be uploaded. Where a patient lacks capacity to make an informed consent decision, IBIS users from Change, Grow, Live can upload patient data on the basis of a best interest decision. This must be recorded on the patient's notes held by the IBIS user from Change, Grow, Live.

SECAMB has produced a patient advice leaflet which should be made available to patients.

Security of Information Shared

Change, Grow, Live and SECAMB agree that they will ensure that all information held is accurate, relevant and fit for the purpose for which it is intended, at the time of upload.

Retention and Disposal

Change, Grow, Live and SECAMB will be responsible for the safeguarding of information in line with the Data Protection Act 1998 whilst it is in their possession.

Change, Grow, Live and SECAMB will be responsible for the secure disposal/destruction of the information when it is no longer regarded as being relevant in accordance with this Agreement, existing legislation or their own policy.

SECAMB policy states that health records will be retained for ten years, and this will also apply to information held on IBIS. The retention period will begin when the patients care plan is retired from the live system. The record will be retained according to the SECAMB health records policy arrangements and will be stored within a secure electronic data environment, and permanently deleted upon reaching the retention period.

Data Set of IBIS Record

The following data is supplied by Change, Grow, Live for each IBIS record;

- First Name

- Surname/Last Name
- “Known as” (preferred name)
- Telephone number
- NHS Number
- Date of birth
- Gender
- House Name/Number
- Address
- Postcode
- Multi-occupancy property (check box)
- GP practice
- Consent level
- Allergies
- Clinical history and associated risks (i.e. past medical history)
- Clinical instructions (care plan and/or contingency information)
- DNACPR status (none/none/withdrawn)
- Advanced care plan in place (none/none/withdrawn)
- Medical conditions (multi-select from list)

IBIS users can also upload a PDF document to accompany the data entered into the system. Any uploaded documents will be considered as part of the care record and be retained and disposed of accordingly.

Security of Information being shared

There is an absolute requirement for both Change, Grow, Live and SECAMB to hold information securely. SECAMB is responsible for the security of all electronically stored records held on IBIS. All record storage is done electronically, this is on a secure encrypted computer and accessible only to those individuals who have a legitimate business need. No hard copies of IBIS patient records are stored by SECAMB.

The information shared must not be disclosed to any third party without the written consent of the service user; unless it is disclosed under a statutory obligation, for example as a result of a Court ordering disclosure.

Change, Grow, Live and SECAMB undertake to ensure that they will collect, process, store, disclose and dispose of all information held within the terms of this agreement, and the relevant legislation. Change, Grow, Live and SECAMB agree that they will ensure that all information held is accurate, relevant and fit for the purpose for which it is intended.

Appropriate technical and organisational measures shall be taken by Change, Grow, Live and SECAMB against unauthorised or unlawful processing of information and against accidental loss or destruction or damage to information.

Responsibility for Data Breaches

For the purpose of the Data Protection Act, Change, Grow, Live and South East Coast Ambulance Service NHS Foundation Trust are Joint Data Controllers. In the event of a data breach, each party is individually liable and will be responsible for conducting a root cause investigation, documenting and sharing lessons learned and reporting externally to the Information Commissioner's Office where required.

Data will only be shared once and reviewed after six months.

Audit & Monitoring

SECAMB maintains permanent records of all interactions with care records accessed via IBIS. Change, Grow, Live may arrange local audit arrangements with SECAMB in line with local information governance requirements.

Practice Notifications

Practices will only receive notifications from SECAMB via the generic practice email account or a designated practice email, in order to ensure the correct processing of information.

South East Coast Ambulance Service NHS Foundation Trust

Information Sharing Agreement

Version:

Signatories

By signing this Agreement, all signatories accept responsibility for its execution and agree to ensure that staff are trained and appropriately vetted so that the process of sharing itself is sufficient to meet the purposes of this Agreement.

Signatories must also ensure that they comply with all relevant legislation.

Signed on behalf of

Signed on behalf of