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Bwrdd Iechyd Prifysgol
Aneurin Bevan
University Health Board

Our Ref: JP/rmb/FOI 17377

Direct Line: 01633 435956
Email: FOI.ABB@wales.nhs.uk

29 March 2018

D Moore
request-424320-fee958cc@whatdotheyknow.com

Dear Sir or Madam

Thank you for your request for information under the Freedom of Information Act, received on 27 September 2017, reference number **FOI 17377**. I can confirm that the Aneurin Bevan University Health Board has completed a search of its records and has established that it does hold information falling within the confines of your request. Please find below the response to your request.

This request concerns the unauthorised access of patient records by rogue staff.

- 1. Please provide the name of the computer system you use to flag up details of potential unauthorised accesses.**

The Health Board uses Clinical Workstation (CWS) – Cognos Report System and National Intelligent Integrated Audit Solution (NIIAS).

- 2. Between 1 January 2016 and 30 June 2017, please provide the number of potential unauthorised accesses that were flagged up.**

The Number of unauthorised accesses that were flagged up were:

CWS = 4
NIIAS = 14

- 3. Between 1 January 2016 and 30 June 2017, please provide details of the number of individuals found to have:**

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Bwrdd Iechyd Prifysgol Aneurin Bevan yw enw gweithredol Bwrdd Iechyd Lleol Prifysgol Aneurin Bevan
Aneurin Bevan University Health Board is the operational name of Aneurin Bevan University Local Health Board

- i. **accessed their own record;**
17 people accessed their own record
- and
- ii. **those of other patients**
Fewer than five people accessed the records of other patients.

The Health Board has sought to respond to your request in full; however, due to the small numbers involved, we are unable to provide actual numbers in relation to the number of individuals found to have accessed the records of other patients as the potential risk of identifying staff members becomes significant. Please note that where the numbers are fewer than 5 this has been provided as fewer than five individuals. We are withholding the detail under Section 40(2) of the Freedom of Information Act 2000. This information is protected by the Data Protection Act 1998, as its disclosure would constitute unfair and unlawful processing and would be contrary to the principles and Schedules 2 and 3 of the Act. This exemption is absolute and therefore there is no requirement to apply the public interest test.

4. Of those who accessed other patients' records, please provide the number of records each accessed.

A total of 15 patient records were accessed without authorisation.

5. Where disciplinary action was taken, please provide details of the outcomes - x number received a verbal warning, Y number received a written warning etc.

There were a total of eight disciplinary cases during the time period specified. However, we are unable to break this information down into the specific outcomes as the potential risk of identifying individual staff members becomes significant. We are withholding the detail under Section 40(2) of the Freedom of Information Act 2000. This information is protected by the Data Protection Act 1998, as its disclosure would constitute unfair and unlawful processing and would be contrary to the principles and Schedules 2 and 3 of the Act. This exemption is absolute and therefore there is no requirement to apply the public interest test.

Where disciplinary action was taken, some cases are still in progress, some were not progressed, whilst others have received a final written warning or been dismissed.

6. Please provide screenshots of a blank electronic patient record. If different categories of staff have access to different patient information, please provide screenshots showing the differences. Also specify the categories of staff to which each screenshot relates.

Please find below a screenshot of a blank patient record from the Health Board's Myrddin patient information system (WPAS - Welsh Patient Administration System). This shows the fields in the demographic data held for each patient registration, and all staff with access to Myrddin would have access to the basic demographic data.

The screenshot shows a software window titled 'Demographics' with a tabbed interface. The 'Basic' tab is active. Fields are organized into two columns. The left column includes 'Case No.', 'NHS Number', 'Certified', 'Title', 'Surname', 'Forenames', 'Postcode', 'Address', 'Area of Residence', 'D.o.B.', 'Registered GP', 'GP Address', and 'Prac Code'. The right column includes 'Sex', 'Marital Status', 'Ethnic Origin', 'Religion', 'Reg. Disabled', 'Overseas', 'Pref. Language', 'Tel. Day', 'Tel. Night', 'Mobile No.', and 'Supp. id.'. At the bottom, there are checkboxes for 'Register Death' and 'Secure Patient to a Group', and buttons for 'OK' and 'Cancel'.

I hope that you find this information useful. If you are not satisfied that all of the information you have requested has been provided, or because of the way your request has been handled, you have the right to request a review. This would be looked into in accordance with the Health Board's Appeals Procedure. Please contact Richard Bevan, Board Secretary, Aneurin Bevan University Health Board, Headquarters, St Cadoc's Hospital, Lodge Road, Caerleon, Newport, NP18 3XQ, email: Richard.Bevan@wales.nhs.uk in the first instance if you wish to pursue this option.

If you are still dissatisfied at the end of the review, you have the right to take your complaint directly to the Information Commissioner, who can be contacted at the following address:

Information Commissioner's Office - Wales
2nd Floor,
Churchill House
Churchill Way
Cardiff
CF10 2HH

Telephone: 029 2067 8400

Fax: 029 2067 8399

Email: wales@ico.gsi.gov.uk

In the meantime if you have any other queries please do not hesitate to contact Richard Bevan on the contact details provided above.

Yours faithfully

A handwritten signature in black ink, appearing to be 'PB' or similar initials, written over a horizontal line.

Dr Paul Buss

Dirprwy Prif Weithredwr/Deputy Chief Executive

For and on behalf of Judith Paget, Chief Executive, and signed in her absence