

STANDARD OPERATING PROCEDURE DOCUMENT (SOP)

Title	Sharing Personal or Patient Information by Post	Doc. No.	IG404
Scope	All Urgent Care 24 employees and independent contractors		
Purpose	To ensure information that can be used to identify a patient or a member of staff is handled in accordance with the principles of data protection and Caldicott.		
Guidelines	To ensure that administrative staff sending personal information by post comply with – Data Protection principles 6 and 7 Caldicott principle 4 And ensure the confidentiality of the information sent.		
PROCEDURE		RESPONSIBILITY	
1	Confirm the name, department and address of the recipient to the relevant file and ensure the details on the envelope or visible through the envelope window match those on file	Operational, Clinical and Admin Teams	
2	Seal the information in a robust envelope	Operational, Clinical and Admin Teams	
3	Mark the envelope “Private and Confidential” to be opened by addressee only	Operational, Clinical and Admin Teams	
4	Send the information by recorded delivery if possible and appropriate	Operational, Clinical and Admin Teams	
5	Ask the recipient to confirm receipt	Ask the recipient to confirm receipt	

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Version			V3		
Supersedes			All previous versions		
Approving Managers/Committee			Information Governance Lead Manager		
Date Ratified			November 2012 (original)		
Department of Originator			Information Governance		
Responsible Executive Director			Director of Finance		
Responsible Manager/Support			Information Governance Lead		
Date Issued			November 2012 (original)		
Next Review Date			January 2018 (or when there is a change in procedure)		
Target Audience			Operational, Clinical and Administrative Teams		
Version	Date	Control Reason		Accountable Person for this Version	
V1-2	11/2012 – 01/2015	Reviewed and updated		Various	
V3	01/2017	Reviewed and updated		IG Lead	
Reference documents		Electronic Locations		Locations for Hard Copies	
		Urgent Care 24 Intranet / Corporate Policies/ Current SOPS/ Information Governance (IG) section		Standard Operating Procedures File in the Call Centre.	
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