Information Governance

In order to continually develop best practice, Urgent Care 24 is committed to sharing learning from Information Governance incidents and investigations. The following summary has been developed as a simple Information Governance code of conduct:

For all types of records, all staff working in offices where records may be seen must:

- Wear building passes/ID badges.
- Know who to tell if anything suspicious or worrying is noted.
- Only take essential notes/records/documents out of Urgent Care 24 premises.
- Lock any equipment or data out of sight in the boot of your car if not required for that visit.
- Ideally all records should be returned to base at the end of the day but if this has not been possible, any equipment or data must be removed from your vehicle at night.

Manual records must be:

- Stored securely within the Walk in Centre or office.
- Stored closed when not in use so that contents are not seen.
- Locked so that all sensitive/confidential data out of sight when leaving your desk/office space
- Inaccessible to members of the public and not left unattended, even for short periods where they might be looked at by unauthorised persons.
- Handwritten notes for disposal must be taken back to base and shredded - they must not disposed of in personal domestic waste.

With electronic records, staff must:

- Never reveal passwords to others.
- Always lock your computer before leaving your desk.
- Always log-out of any computer system or application when work on it is finished.
- Change passwords at regular intervals to prevent anyone else using them.
- Use an Urgent Care 24 approved encrypted memory stick/device.
- Never use non-Urgent Care 24 storage devices (such as USB sticks) on your Urgent Care 24 computer.

- Always clear the screen of a previous patient's information before seeing another.

Know your Policies:

All staff are contractually expected to be familiar with and comply with Urgent Care 24 policies and procedures in relation to Information Governance. These policies include:

- Information Governance
- Information Security
- Internet and Email
- Confidentiality and Data Protection