

INFORMATION MAPPING - FREQUENTLY ASKED QUESTIONS

1. The majority of the FAQs from 2008 have now been included in the updated NHSCFH Information Mapping Tool Guidance for 2009.
2. If you would like to add a FAQ to this list please send additions or comments to: Info Mapping Tool at: exeter.helpdesk@nhs.net

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ENCRYPTION

Existing Systems

3. These systems transfer encrypt data and, therefore, if used appropriately, should meet national security standards.

- Lucado (Lung Cancer)
- DAHNO (Head and Neck Cancer)
- Pathology Messaging
- Secure File Transfer

Encryption Standards

4. 'Guidelines On Use Of Encryption To Protect Person Identifiable And Sensitive Information' was published in December 2008 and contains guidance on data encryption applications and NHS Information Governance encryption standards. Available at:

<https://www.igt.connectingforhealth.nhs.uk/>

Should Encrypted Information Also Be Password Protected?

5. Password protecting files (e.g. using Microsoft Office) will assist in preventing casual compromise if the file is sent to the wrong recipient but is of little use to prevent a person with a little knowledge or determination accessing the file. If your assurance or incident reporting indicates your organisation needs to improve e-mail security, then steps you will consider may include using passwords or other measures such as reviewing staff training.

E-MAIL

NHSmail and NHS e-mail

6. There has been some confusion over the two email systems.

- **nhs.net.** NHSmail is the email and directory service designed specifically for the NHS and can be accessed at www.nhs.net. It is the email service for securely exchanging clinical data between NHS organisations approved by the British Medical Association, The Chartered Society of Physiotherapists, The Royal College of Nursing and Department of Health. Non NHS staff can be sponsored to obtain an nhs.net account.
- **nhs.uk.** E-mail accounts ending in ".nhs.uk" use the N3 private network (which is protected and restricted to authorised users). The N3 network is not classed as 'secure', it is classed as 'private'.



Using Other E-Mail Systems

7. E-mail sent over other systems should work to meet national encryption standards.

MAPPING EXEMPTIONS

Transfers Over National Applications Are EXEMPT From Mapping

8. Transfers via CfH network infrastructure can be excluded e.g.:
- Patient Demographics System (PDS)
 - GP2GP
 - Choose and Book
 - Electronic Prescription Service
 - Secondary User Service
 - Spine User Directory / User Identity Management
 - Electronic Staff Record
 - Picture Archiving and Communications Service (PACS)

POST

Service Level Options for Post

There are options to use private and Royal Mail. The NHS organisation will need to define written service levels agreeing arrangements for:

- Secure Post – signature required or not required
- Track and trace facility at individual bag / item level to ensure that items can be identified at any appropriate point in the mail pipeline
- Redirection
- Undeliverable

9. The following Royal Mail options (correct as at Oct 08) will assist in deciding the level of service and assurance your organisation requires from postal service providers:

- First Class (32p) delivered in 1 to days.
- Second Class (22p) delivered in 3+ days

- Recorded Signed for (from 70p plus normal postage, gives proof of posting and an electronic copy of the signature on delivery).
[These items travel through the postal system in the same way as normal items. The bar code on the recorded delivery stickers is scanned at the time of posting / collection and again after delivery. In between times the item is not tracked. Essentially this means that recorded delivery is not suitable as a means of ensuring safe carriage for extremely sensitive information.]
- Special Delivery 9.00am (£9.35) tracked from despatch to delivery and an electronic copy of the signature.
[Special Delivery' is sent through the postal network separately to other post via security vans etc. The items are tracked via their barcode at all points on their journey and a compensation scheme is available if an item is lost. The loss of a special delivery item is extremely rare and in such cases a full investigation is carried out. Delivery postmen and drivers must sign for each special delivery item before taking it from the secure registry and therefore are responsible for the items safe delivery. The service is more expensive than recorded delivery but it is a far safer and more secure way.]
- Special Delivery Next Day (£4.30) tracked from despatch to delivery and an electronic copy of the signature.
- Safebox (£115 - 270) for sending and receiving diagnostic specimens.

Sending Appointment Letters and Referral Images By Normal Post

10. The chosen transfer method should be adequately secure and cost effective. It may be acceptable to the organisation to routinely post appointment letters which contain the personal details of one patient but this may not be acceptable for bulk data. If your organisation's procedure is correctly applied and reliable assurance and incident reporting assess that the procedure is adequate, then this will inform reviews of the adequacy of your chosen methods.

11. Digital personal information sent by post should be encrypted in accordance with DH guidance.

COURIER

Service Level Options for Courier

12. A 'Secure' Courier will provide a secure and tracked mode of collection and delivery rather than a 'by hand' / personal delivery service. Some will allocate a container to organisations items while others may store them in the same container as other organisations' courier items. There will obviously be differences in cost. A 'Secure' Courier will be an organisation providing courier services which provide adequate security assurances set out in a written contract. For public sector bodies these courier organisations may have already signed up to the OGCbuying.solutions framework agreement and therefore already been assessed on the basis of their technical ability and financial standing e.g. (as at June 2009):

- | | |
|--------------------|--------------------------------------|
| • CitySprint | • Government Car and Despatch Agency |
| • DX Group | • TNT UK |
| • E-Courier UK Ltd | • Royal Mail Group |

13. A 'Secure' Courier is not an internal postal service which some NHS organisations refer to as "couriers".