

Report of Health and Social Care sector Level 2 Information Governance Serious Incidents Requiring Investigation recorded and now closed during

1st April to 30th June 2015

Purpose

This is the fourth published report of closed level 2¹ Information Governance Serious Incidents Requiring Investigation (IG SIRIs) recorded on the IG Toolkit Incident Reporting Tool. This type of report will be published on a quarterly basis as specified in the IG SIRI Publication Statement².

The report below consists of **10 closed incidents** reported to the Information Commissioner's Office (ICO), Department of Health (DH) and NHS England (NHSE) by Health or Adult Social Care organisations or suppliers (as advised within the [IG SIRI Guidance](#) issued 7th November 2014). It covers IG SIRI level 2 incidents closed during the period of 1st April to 30th June 2015, following investigation by the local organisation(s) concerned.

There are also **337 closed incidents** in Appendix A that have been included as a result of the new 'auto closure' feature (this closes incidents more than 90 days old), introduced in June 2015, which includes all incidents recorded before March 1st 2015 that had not been closed.

The report contains the organisation name, date the incident was closed, scale (e.g. the number of data subjects affected presented as a range), a description of the incident and data involved. All information displayed below is as reported by the organisation(s) concerned. Where necessary, personal information included within the incidents has been redacted.

Please note:

- A 'Closed' incident means that the incident has been investigated by the local organisation and no further action is required unless the ICO make a request.
- Closed incidents may still be under review by the ICO and any actions taken will be published on the [ICO website](#).
- This report does not include level 2 incidents which are still marked as open and therefore are still under investigation by the local organisation.
- Any near misses, Level 0 and 1 incidents voluntarily reported by organisations are also excluded as these incidents are not currently being monitored by the Health and Social Care Information Centre (HSCIC) but are useful for gathering intelligence, analysing trends and learning from previous occurrences. Details of such incidents are held by the local organisations.

¹ Level 2 IG SIRIs are sufficiently high profile cases or deemed a breach of the Data Protection Act or Common Law Duty of Confidentiality, and hence reportable to the Department of Health and Information Commissioner's Office. Organisations have used the IG SIRI assessment of severity facility to determine this level and report the incident. Further information on this can be found in the 'Checklist Guidance for Reporting, Managing and Investigating IG SIRIs'.

² <https://www.igt.hscic.gov.uk/resources/IGIncidentsPublicationStatement.pdf>.

Next reports

The next closed level 2 IG SIRI report to be published will cover the period 1st July to 30th September 2015.

Closed Level 2 IG SIRIs from 1st April to 30th June 2015

ID	Organisation Name	Date of Closure	Volume	Details of Incident	Data
IGI/3784	Oakwood Surgery	30-Jun-15	4314	Spreadsheet was emailed to a non-NHS safe net email address which had Patient Identifiable information enclosed in the worksheets behind the summary information. The user was unaware that the other worksheets had Patient Identifiable information enclosed	Patient names, dates of birth, gender and Clinical information
IGI/3732	NEW HORIZONS CARE	01-Jun-15	15	A support worker called to report a situation. Whilst flicking through client new evaluation packs he found a sheet apparently containing head office staff wages details. This sheet had been glued into the evaluation pack by mistake. The support worker was asked to remove the document and seal it in an envelope to be collected by NHC staff. The documentation was collected from the support worker's house the same afternoon.	Names and Wage amounts of H/O staff
IGI/3681	THE QUEEN ELIZABETH HOSPITAL KING'S LYNN NHS FOUNDATION TRUST	24-Jun-15	36	A ward handover sheet, containing the confidential patient identifiable information of 36 patients on one of the wards, was found at a local supermarket petrol station. The supermarket petrol station staff telephoned the Unit (based on the site but managed by another NHS trust), as this was the only contact number on the handover sheet. The document was collected by a Unit staff member who in turn contacted the Hospital. The handover sheet was then collected from the Unit by staff member. At this time the handover sheet was folded in	Patient surname, age, diagnosis, treatment details, and discharge information

				quarters and no personal confidential data was visible and that was how it had been when collected by the Unit staff member	
IGI/3803	Dr J A Newey's Practice	12-Jun-15	1	Practice received letter from a solicitor requesting a copy of patient records. Clinical record checked for name of patient, patient identified and notes released following normal processes. Solicitor informed practice that notes were not for the patient they had requested. The patient referred to in the solicitor's letter was for a neighbouring practice and for a patient with an identical name. DOB had not been checked and verified as per practice IG policy.	NHS Patient Data
IGI/3614	HINCHINGBROOKE HEALTH CARE NHS TRUST	23-Jun-15	25	A member of theatre staff found a ward handover sheet with an additional sheet attached, detailing 3 of the patients on the ward handover sheet, in a staff link corridor between the main hospital and the treatment centre. The member of staff handed the sheets to their line manager who in turn raised an internal incident and forwarded the sheets to the IG Dept.	Clinical ward handover sheet using patient name as the only identifier and social information.
IGI/3615	MID CHESHIRE HOSPITALS NHS FOUNDATION TRUST	02-Jun-15	30 data subjects	Clinical handover sheet has been dropped in the public domain and handed back into the Trust.	NHS patient data
IGI/3544	Alternative Futures Group	13-May-15	1	A Physical Intervention Form from the Council was completed about a service user and sent out by post as instructed. The local authority will not take more secure electronic copies of the documents so sending through the post is the only option. The Team Leader supporting the service user left the form in an addressed envelope at one the organisation's local offices to be posted by the Business Support who was unaware of the sensitive nature of the records. The form contained sensitive	The Physical Intervention Audit Form contained personal identifiable data about the service user including name, address and date of birth as well as information relating to the services users court of protection around Safeguarding, Deprivation of Liberties and information on the physical invention used to support the service user.

				<p>personal information relating to the service user's mental health and general personal information.</p> <p>The document was not sent out by recorded delivery contrary to the organisation's Information Governance Policy and has yet to be located with the assumption it will not be.</p> <p>The service user for whom the records relate does not have the capacity to understand the situation and receives 24 hour support meaning any risks to the service user are very low.</p>	
IGI/3541	Downhole Medical Centre	18-Jun-15	1	A patient record requested by son; computer printout correctly supplied however attachments i.e. clinical letters, from the wrong patient also included.	Clinical reports / letters from third party service providers to the GP
IGI/3555	HINCHINGBROOKE HEALTH CARE NHS TRUST	23-Jun-15	30	Ward handover sheet found in the restaurant by a member of the catering staff who immediately took it to his supervisor. The supervisor brought it to the attention of the risk department to raise it as an incident.	The handover sheet contains information about patients on the ward, the only identifier is the patients' name but there are comprehensive medical details and history about each patient on the sheet.
IGI/3596	LEEDS AND YORK PARTNERSHIP NHS FOUNDATION TRUST	30-Jun-15	1 service user	A member of the public (who turned out to be an NHS nurse) was sat adjacent to a doctor on a train. The doctor was observed reading documentation relating to a named patient under the care of forensic services in another Trust, with the member of the public able to see a level of detail which would constitute highly sensitive data – being of a mental health / forensic nature. The nurse raised this as a formal complaint with the Trust and was quite detailed in her account of what she had seen – and able to identify the patient, the doctor, and our Trust in the breach.	Patient full name, mental health & forensic information

Information Governance Assurance Directorate

External IG Delivery Team

Health and Social Care Information Centre

Appendix A: Closed reports opened from June 2013 that were closed using the ‘Auto closure’ facility in the 1st April to 30th June 2015 quarter.

ID	Organisation Name	Date of Closure	Volume	Details of Incident	Data
IGI/3543	NHS Swale CCG	06-May-15	1	<p>Whilst working on multiple patient cases, a funding letter for a patient was enclosed with a Decision Support Tool document for an unrelated patient. The funding letter was posted to the correct patient but with the Decision Support Tool document of the unrelated patient. The DST document contains personal details of the unrelated patient (name, address, date of birth, NHS number and details of the clinical review).</p> <p>This is a second time occurrence of the incident within this team.</p>	Name, address, date of birth, NHS number and details of the clinical review.
IGI/3495	EAST LANCASHIRE HOSPITALS NHS TRUST	11-May-15	50- 100	<p>District Nursing handover/ work allocation sheets found in staff only car park. This consisted of a small bundle of 20 sheets relating to workload for one district nurse. The sheets contained the following details: Patient name, Date of Birth, address, GP name and address and summary treatment plan. The bundle was picked up by a staff member and handed in and an incident was raised</p>	The sheets contained the following details: Patient name, Date of Birth, address, GP name and address and summary treatment details
IGI/3468	ADDACTION	18-May-15	246	<p>A problem was identified where all emails were being inadvertently copied to a distribution list without the user’s knowledge.</p> <p>The issue occurred after a change request for a new rule was applied to the email system. The original change request was to apply a rule only for emails sent to ‘Everyone in the Organisation’ to automatically add a distribution list for a subsidiary company in order that all users received necessary communications.</p> <p>The rule was incorrectly applied to every email sent and received by any user and was not limited as requested. Therefore, information was sent to unintended recipients during the period that this incorrect rule was in effect.</p>	Information relating to service users and staff, including both personal and sensitive information. Broken down into: 178 service users (86 sensitive, 90 personal, 2 deceased) 68 employees (58 sensitive, 10 personal)

IGI/3674	Walsall Metropolitan Borough Council	19-May-15	1	<p>A member of the public contacted the Council to advise them that they had received a confidential document in the post. The document was a support plan for a service user and the member of the public (including address) was listed as the Next of Kin on the document – although they were not related in anyway.</p> <p>On checking the system it transpired that the member of the public who received the information and the service user's daughter, (the intended recipient) have the same name. Both individuals had been listed as associated people for the service user. (The member of the public is also known to the council and listed as part of a completely unrelated case).</p>	Service User Name, address, marital status, DOB, PARIS ID, telephone number, care contribution payments, type of social care placement.
IGI/3457	Charing Surgery	13-May-15	ca.8700	The Surgery's encrypted laptop was stolen as part of a burglary which was discovered. Theft was reported to Police and given a crime reference number.	The laptop was encrypted and the passwords were lodged with the hardware. There was no data stored on the laptop. The laptop had an RAS token for N3 connection and allowed potential access to the EMIS web clinical system covering our registered patients. This RAS token was disabled by BT as soon as the theft was discovered BT has confirmed that no attempts had been made to access the clinical data within the time frame concerned.
IGI/3569	AVON AND WILTSHIRE MENTAL HEALTH PARTNERSHIP NHS TRUST	29-May-15	one	Unauthorised access to patient records and printed some records	Personal and sensitive
IGI/3442	COLCHESTER HOSPITAL UNIVERSITY NHS FOUNDATION TRUST	11-May-15	one 1 A4 sheet	On call manager was speaking to patient and her husband about hospital care, and the husband made a claim that he had picked up a ward hand over sheet and took it home. The sheet would	Patient names, admitted diagnosis and inpatient treatments, i.e. x-ray

				have contained the names of approx. 13 inpatients.	
IGI/3386	NHS Solihull CCG	25-Jun-15	50	Meeting papers sent from Foundation Trust to CCG contained 50+ medical diagnosis along with names and DoB, this was forwarded on to meeting attendees without checking	Medical diagnosis, Name & DoB
IGI/3388	KETTERING GENERAL HOSPITAL NHS FOUNDATION TRUST	25-Jun-15	2 individuals	Data Protection team received a phone call to advise that the name, address and telephone number of foster carer had been disclosed in documents provided following a court order for medical records disclosure on behalf of the birth parents' solicitors of a child currently involved in a safeguarding case. The medical records were sent to the solicitor who then relayed the information on to the birth parents	Personal information relating to a third party was released in error.
IGI/3395	Nottinghamshire Healthcare NHS Foundation Trust	08-Apr-15	55	Patient names and addresses were mixed therefore information pertaining to individual children were sent to wrong addresses some of which were opened. Due to the fact these letters are for a school year at one school identifying the child may be possible.	Patients date of birth, NI numbers, height, weight, BMI, description of under / overweight or obese included. Addresses pertaining to other children although not easily able to map these to the actual child / parents.
IGI/3351	MEDWAY NHS FOUNDATION TRUST	22-Apr-15	27	Relative of patient contacted Information Governance Manager to state that he had picked up a piece of paper in the hospital cafe which contained personal and sensitive data of patient on one of the wards. He would not hand over the list, but agreed that it could be sealed in an envelope which he would keep until he had "taken it further"	Patient name, date of birth, diagnosis, and tests carried out. Ward name (this was incorrect). 1 patient's CT scan report with name included
IGI/3353	ST CATHERINE'S HOSPICE	20-Apr-15	12	8 copies of nursing handover sheets each containing information (personal data, some sensitive personal data (e.g. religion) and brief clinical summaries of 12 in-patients were found in meeting room following multi-disciplinary meeting by a non-clinical member of staff. Information remained on site. Sheets were handed to Caldicott Guardian who disposed of them appropriately using	Hospice patient data (clinical (brief clinical summary)), personal data (name, DOB) and some sensitive personal (e.g. religion)

				organisation shredding procedure. Timescale of discovery of sheets means that data was left unsecured for no more than 2 hours and it is unlikely to have been seen by anyone else.	
IGI/3405	Bart's Health NHS Trust	08-Jun-15	1	Copies of a patient's medical records were given to an external investigator. The investigator took the records to a meeting and was reading them on the train on the way home, when getting off the train he left the notes on the train.	Full clinical notes
IGI/3414	St Andrew's Healthcare	20-May-15	1	Apologised to family member, asked that the incorrect documentation be destroyed and sent the correct minutes.	Personal identifiable data
IGI/3354	BARNET, ENFIELD AND HARINGEY MENTAL HEALTH NHS TRUST	29-May-15	60 data subjects	Member of staff had diary containing patient names and addresses, stolen from her car parked outside her home.	Patient demographic data - personal data
IGI/3422	NOTTINGHAM UNIVERSITY HOSPITALS NHS TRUST	08-Jun-15	1	Doctor disclosed patient's HIV status in front of a family friend. Prior to this the patients' friends and extended family were unaware of her status.	NHS patient record information
IGI/3350	ROYAL BERKSHIRE NHS FOUNDATION TRUST	20-Jun-15	23	A handover sheet detailing clinical information of 23 patients found by a member of staff in the staff car park	Handover sheet with detailed information relating to 23 patients.
IGI/3320	BARNET, ENFIELD AND HARINGEY MENTAL HEALTH NHS TRUST	07-May-15	one letter about one individual	Patient arrived for his appointment in a distressed state informing his clinician that he'd received a letter belonging to another patient that had been included with his letter. Additional information reveals that the patient was extremely agitated, initially made threats to put information onto social media and go to newspaper, requesting Trust solicitors pay him compensation.	NHS patient data
IGI/3321	SURREY AND BORDERS PARTNERSHIP NHS FOUNDATION TRUST	28-May-15	3	Staff had been archiving notes and clearing out filing cabinets. Once emptied the cabinets were sent to be stored. Cabinets were not cleared completely and member of public purchased items from eBay that contained three client files.	3 small files containing GP or Health care workers referral to service, referral includes reason. Appointment letters. In one case brief assessment.
IGI/3313	UNIVERSITY HOSPITALS COVENTRY AND WARWICKSHIRE NHS	12-Jun-15	1	A solicitors firm wrote to the Legal department informing them that during a recent Subject Access Request for their client, they had noticed that there were 4 sheets in their client's patient notes	4 sheets of patient clinical notes for procedures carried out on 4 different dates. The sheets contain patient

				belonging to another patient. They were writing to inform the Legal department, and also returned the sheets disclosed in error.	name, date of birth, NHS number and local hospital number. Each sheet contains detailed clinical information on the procedures carried out, and a list of the surgical teams including names and role in the procedure.
IGI/3300	DUDLEY AND WALSALL MENTAL HEALTH PARTNERSHIP NHS TRUST	21-Apr-15	500-700	Message book stolen from Substance Mis-Use Service building in the early hours of Friday morning. CCTV identified 2 males breaking into the office area of the building via the window and climbing out again holding what looked like a book. Only item missing from the office was the message book.	The book contains telephone messages which identify the caller, whom the message is for and a brief outline of what the call was about. Some of these messages may include clinical information such as medication or how a person was feeling on that particular day. The message may also have contained a contact telephone number for the clinician to call the patient back on.
IGI/3410	NORTH TEES AND HARTLEPOOL NHS FOUNDATION TRUST	19-May-15	1	The letter made reference to the employment of the patient as a police officer – information which he had not shared with his neighbours. The letter had been delivered to the patient's address but it had been clearly opened and re-sealed with tape. Since then the patient has reported a couple of incidents which may be related to his neighbours finding out he is a police officer.	Clinical information about a patient, plus details of the patient's employment as a police officer
IGI/3574	PLYMOUTH HOSPITALS NHS TRUST	03-Jun-15	1	The Trust received a phone call from child B's mother to say they had received a letter with enclosures for her child's recent visit to hospital. However also enclosed in the envelope was a copy letter relating to child A. The letter was a clinical correspondence that also contained demographic details of child B. The team leader has reviewed the incident and it is believed that this letter was caught	Sensitive NHS Patient Data

				up with another in error when pulled for a telephone consultation.	
IGI/3274	NHS Islington CCG	12-Jun-15	1012	1012 sets of patient's Lloyd George envelopes sent from SBS in error. They were sent by courier in six sealed packages but not to a named person or department. There was no indication patient identifiable information was enclosed. There was no covering letter.	1012 Lloyd George envelopes including patient name, address, date of birth, NHS number and GP of registration.
IGI/3291	SANDWELL AND WEST BIRMINGHAM HOSPITALS NHS TRUST	02-Jun-15	1 data subject	Patient who was treated in A&E was left alone in treatment room for 20 minutes whilst clinician went to organise tests. Whilst in the room she was able to see on the unlocked computer, the personal details of another patient including name, address, date of birth, next of kin and information about his medical condition and treatment. The woman wrote to inform the hospital that this had happened and expressed concern about how her own data was managed by the hospital.	Data notified as name, address, date of birth, information about blood test request and status of various levels of minerals. The exactly information, e.g. what screen was open which was seen is to be determined in the investigation which is being launched.
IGI/3310	ROYAL CORNWALL HOSPITALS NHS TRUST	12-Jun-15	12	A member of the public reported a car parked in the street for several days with patient identifiable data clearly visible within the car.	Names, dates of birth, local identifiers, clinical information relating to trauma patients.
IGI/3601	PLYMOUTH HOSPITALS NHS TRUST	03-Jun-15	1	A Community Nurse was completing two nursing assessment documents at the same time. Once completed they printed one of the assessment forms with the intention of sending it to patient A's family. However instead of printing patient A's assessment document patient B's was printed and sent to patient A's family.	Sensitive NHS Patient Data
IGI/3305	Solent NHS Trust	12-Jun-15	1	Following a request from a solicitor to release a copy of a child's medical reports to the father (parental responsibility included), the information was released and included the mothers address. The mother's address should not have been released to the father for security reasons.	Mother's address

IGI/3445	HINCHINGBROOKE HEALTH CARE NHS TRUST	23-Jun- 15	37	<p>1 x Clinical Handover Sheet found by a patient's relative on a table in the restaurant. The handover sheet was handed to a member of the catering staff who locked it away in her desk. The handover sheet was not brought to anyone's attention until a senior member of staff was visiting the restaurant; unfortunately this was some time after the incident occurred. The catering staff did not understand the significance of the document that has been handed in.</p> <p>1 x Clinical Handover sheet found in a car park, predominantly used by staff. The member of staff that found the sheet worked on the ward that the handover sheet was from and was found as one shift finished and another was starting. Delays in reporting the incidents have occurred as the information wasn't immediately brought to the attention of the Information Governance Dept. and once received advice was being sought from the Caldicott Guardian and Deputy Chief Information Officer.</p>	<p>1 x Handover sheet (Lilac) - specific obstetric abbreviated clinical information and only the name as the patient identifier.</p> <p>1 x Handover sheet (Birch) - very limited hand written clinical information but patient name, pmi and date of birth as patient identifier.</p>
IGI/3430	LEEDS AND YORK PARTNERSHIP NHS FOUNDATION TRUST	08-Jun- 15	20	<p>Full names, dates of birth, home addresses, and telephone numbers of ~20 service users, plus additional work-related documentation which would have identified those named in the breach as service users. Information lost in the locality where service users reside.</p>	<p>Full name, date of birth, home address, telephone numbers. Other work-related documentation lost which would have identified the named people as users of mental health services.</p>

IGI/3309	NHS Blood and Transplant	12-Jun-15	up to 1000 estimated	<p>In an unexpected consequence of a planned update to the e-mail infrastructure, the functionality that allows users to invoke encryption of individual e-mails by flagging them as 'Confidential' was disabled. This change was made with documented guidance from the supplier. Outgoing e-mails to .nhs.net addresses were not affected. The encryption was disabled, was noted and reported, and following investigation and diagnosis the functionality was restored.</p> <p>The investigation team worked with the supplier and with the internal IT department to attempt to identify the number and content of e-mails compromised, but it was not possible or practicable to do so other than by contacting known likely senders of PID via this route. The degree of harm or embarrassment that might arise to the subjects is also low. The biggest risk perceived is of reputational damage from public awareness that the incident occurred, despite there being no patient harm as a result.</p>	<p>626 records of surname, forename, waiting time and transplant awaited were e-mailed to one Trust.</p> <p>297 records of surname, forename, date of transplant, type of transplant and donor's (internal) ID were e-mailed to a second Trust. In each of these cases, the patients would not be readily identifiable to anyone who was not already aware of them, and the additional information about them - that they had received or were awaiting a transplant - is something that might in some cases already be in the public domain.</p> <p>No other instances of multiple PID emails being sent by the compromised route have been identified so far, with known likely sources being investigated and ruled out.</p>
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IGI/3282	LONDON NORTH WEST HEALTHCARE NHS TRUST	02-Jun-15	21	<p>The theft was only discovered the next morning at the ward. When the member of staff came in at 7.00am, they noticed that a folder was missing. A search was undertaken. The Ward round was asked if anyone in the team had seen the folder or accidentally taken it. No-one had seen the folder and the Registrar confirmed that their laptop was missing. Security was informed who initiated a search of the grounds (bins, dumping spots etc.) and looked at CCTV footage to no avail.</p> <p>The door to the office was constantly open on the day in question due to plumbing work taking place. This meant the usual door lock was ineffective creating a risk area for theft as the office, whilst on a ward and behind a card swipe/buzz lock door, could be accessed by members of the public if they were so inclined, should the door not be locked.</p>	Each patient sheet contains: Name, DOB, Address, Hospital Number, NHS Number, Admission details, Some past history, diagrams of Fistulae and Stomas, investigations undertaken and dates, Patient requirement of HPN, Nurse training information, discharge planning, tick boxes for referral and management of condition.
IGI/3210	NHS Islington CCG	12-Jun-15	1	From and at sent details of a job applicant's criminal record in their in-house disclosure form. It listed interview questions and applicant's answers. It included the applicant's personal details.	Criminal record, interview questions/answers, and personal identifiers
IGI/3568	AVON AND WILTSHIRE MENTAL HEALTH PARTNERSHIP NHS TRUST	18-May-15	5000	Loss of access to electronic patient record, Trust wide	Personal and sensitive
IGI/3222	WALSALL HEALTHCARE NHS TRUST	26-Jun-15	23	A clinical handover sheet containing the names, addresses, limited clinical information for 23 patients was left in a magazine on a train. Of the 23 patients identified, 14 included addresses all had limited clinical information (similar to a ward handover document) 3 key codes (these have been changed). It was identified that the patients were all elderly.	Patient information
IGI/3275	BRADFORD TEACHING HOSPITALS NHS FOUNDATION TRUST	10-Jun-15	2	The complainant requested a copy of the records of his deceased wife. He was sent a copy but he found some sheets relating to another patient in there.	NHS patient data relating to one patient was sent to the family of another patient in error.
IGI/3234	NORTH TEES AND HARTLEPOOL NHS FOUNDATION TRUST	19-May-15	1	Letter to GP related to the patient in the 'copy to' section but the main body of the letter related to a different patient (very similar	clinical information relating to patient's past medical history

				sounding names)	
IGI/3214	Wallingbrook Health Centre	12-Jun-15	1	<p>Receptionist and Dr. working at surgery. Dr was consulting with a patient. After Dr had left to consult, Receptionist printed a patient summary for a different patient for Dr to take with him on a home visit. The summary was put on the Dr's desk but shortly afterwards Dr called patient into the consulting room for further examination and review of ECG just completed. After the patient had left the consultation room Dr went to pick up the summary for his home visit patient to realise it wasn't there. After searching the consulting room and other areas he came to the conclusion the previous patient had possibly picked up the paperwork containing summary. Immediate Action Taken: Tried to contact patient ASAP to check that she had the patient summary and alerted the NHS Incident Reporting Team. Left several messages for patient to phone her back and let us know. Within this time the husband of contacted the surgery to say that his wife had the summary with her and he would return the summary ASAP.</p> <p>Dr contacted home visit patient to inform them that information relating to her records (summary printout) had been taken by another patient in error and subsequently returned.</p>	NHS Patient Data
IGI/3406	St Andrew's Healthcare	15-May-15	2	<p>Document was a Safeguarding referral form detailing personal information of 2 patients within the service. This information included full name, NHS Number, SAH ID number, Ward, Dob, Marital Status, Sex, Religion, Ethnic Origin and Preferred Language. There was also reference to the index offence of one of the patients.</p> <p>It was agreed in this case that we would not be informing the patients concerned, as the document was sent to the correct recipient (without a password), and it was connected to a safeguarding referral.</p>	Safeguarding referral form detailing personal information of 2 patients within the service. This information included full name, NHS Number, SAH ID number, Ward, DoB, Marital Status, Sex, Religion, Ethnic Origin and Preferred Language. There was also reference to the index offence of one of

					the patients.
IGI/3276	BRADFORD TEACHING HOSPITALS NHS FOUNDATION TRUST	12-Jun-15	1	A patient has received a letter from the Foundation Trust with some sensitive personal data visible in the envelope window.	Limited sensitive personal data visible in the letter envelope window.
IGI/3193	Loddon Vale Practice	12-Jun-15	1800	The Practice's IT Manager when sending out an e-mail on behalf of the Patient Participation Group inadvertently disclosed the e-mail addresses of all the patients to the others in groups of 500. This was human error	Email addresses disclosed to discreet patient groups
IGI/3252	WEST LONDON MENTAL HEALTH NHS TRUST	12-Jun-15	1	<p>Trainee psychologist informed trust supervisor that they had stored two CIDS draft patient reports on a personal USB drive (non-Trust property). The trainee has carried out an extensive search at home and at the workplace, but was not able to locate the device. Trainee said they had a hole in pocket and suspect that the loss of the USB drive was through this. We are not sure if the data was encrypted. Trainee was informed that they should not have stored patient data on a personal USB device. Trainee said that they were not been aware of this (despite training and leaflets and available USBs which are encrypted with the team), but accepted the security reasons why sensitive patient/Trust data should not be stored in this way.</p> <p>Trainee was quite open in his disclosure and made no attempt to downgrade the severity of the concern. Trainee was able to supply Team Manager with the two reports. Trainee's supervisor, Senior Psychologist has been informed.</p> <p>One patient can be identified; second patient can't be identified as only one initial used. Internal SI investigation to take place</p>	Unencrypted USB stick lost (not Trust property) with one identifiable patient and one non identifiable patient. - CIDS data
IGI/3189	THE ROYAL MARSDEN NHS FOUNDATION TRUST	10-Jun-15	1 patient	Patient requested copies of her medical notes from her Consultants P.A prior to returning abroad after a 6 month stay in the UK following complicated surgery and recovery. The notes were received by the patient however the envelope appears to have	Medical records - paper format

				been opened prior to receipt and the contents read as some of the reports were not in sequence and back to front. The hand written address was poorly written and the house number is illegible but appears to have been changed from the correct number) to an incorrect number.	
IGI/3650	AINTREE UNIVERSITY HOSPITAL NHS FOUNDATION TRUST	09-Jun-15	102,554	A hardware failure on the Image Archive has resulted in the complete loss of 102,554 angiography images; attempts to recover the data through a specialised data recovery company confirmed that the data was non-recoverable	The Image Archive system processes cardiology diagnostic angiography data (containing both still and moving images).
IGI/3239	Sefton Council	12-Jun-15	7 pages	Social Work assessment form for unborn child generated additional information on school addresses for fostered and adopted children. Biological parents drew this to the Council's attention – no history of ongoing involvement with biological children	There was a range of sensitive material related to social work assessments, all of which the birth parents were entitled to see - apart from the school names of the adopted children.
IGI/3285	Sirona Care & Health	13-Apr-15	3	A member of staff emailed colleagues regarding an upcoming panel meeting relating to service users. The email contained sensitive details about those service users. Inadvertently a personal email address of a former service user stored in the member of staff's address book was added to the distribution list. This member of the public immediately got in contact to inform us that she had received the information in error and had deleted the email.	Funding assessments for panel
IGI/3197	SURREY AND BORDERS PARTNERSHIP NHS FOUNDATION TRUST	28-May-15	16	Email sent in error to clinical manager with attachment that contained salary details, DOB, Address, Sexual Orientation, religion and ethnic origin of 16 members of staff. Clinical Manager then forwarded on to all staff named on the attachment.	Salary details, DOB, Address, Sexual Orientation, religion and ethnic origin of 16 members of staff.

IGI/3232	DENTAL SURGERY	12-Jun-15	approx. 5000-10000	We are a Dental practice in London, who treats patients under the National Health Service and on private basis. We would like to report that one of back-up disks has been misplaced and to date has not been found.	NHS patient data
IGI/3174	COLCHESTER HOSPITAL UNIVERSITY NHS FOUNDATION TRUST	12-Jun-15	1 patient	The form is a cancer referral form for suspected malignant cases, and was sent from a GP practice to the Trust. The form got attached to another patient's letter. The form contains all the patient's demographics, NHS Number, Hospital Number, referral clinical information and reason for urgent referral.	Referral form
IGI/3426	TEES, ESK AND WEAR VALLEYS NHS FOUNDATION TRUST	02-Jun-15	1	Staff 1 performed break glass audit and detected Staff 2 had accessed the records of service user. A check on audit tools revealed that Staff 2 had accessed case notes of the service user. The audit tools also revealed that it was not the first time that records had been accessed. Account suspended and investigation implemented.	1 patient, 13 case notes, 1 x FACE 1x Intervention Plan
IGI/3326	THE ROTHERHAM NHS FOUNDATION TRUST	12-Jun-15	1	Secretary received a telephone call from a parent to say she had received a letter with her child's letter for a different child. Letter was sent to a shared printer. Secretary had not realised that there was another letter that had also been sent by another secretary to the same printer and picked both up together.	Patient letter
IGI/3176	Barts Health NHS Trust	08-May-15	1	The ward clerk was new and had not been asked to send this information before. The pack contained demographic details and clinical information about the child. Also the most updated form was not used and information that wasn't needed was provided. The pack was scanned to the printer and then emailed directly from the printer. The email was sent from a @.nhs.uk to both internal and external email addresses. The group email was not updated and some of the recipients would have left. All the recipients would be Healthcare professionals made up of trust staff	NHS patient data
IGI/3153	NHS Islington CCG	12-Jun-15	26	Child immunisation records of 26 patients sent to the CCG from NHS England. They were disordered so sets of notes	Child immunisation records of 26 patients.

				relating to patients were all mixed up.	
IGI/3324	THE ROTHERHAM NHS FOUNDATION TRUST	12-Jun-15	1	Patient's discharge letter placed in the wrong envelope.	1 discharge letter
IGI/3175	CORNWALL PARTNERSHIP NHS FOUNDATION TRUST	08-Jun-15	1 data subject	<p>Medical secretary inadvertently typed the wrong house number in patient's address section of a letter. Consequently the letter, containing a copy of the patient's psychology report and addressed to the house manager (of sheltered housing), was delivered to a neighbour's address.</p> <p>The letter was correct in all other respects e.g. it was in a window envelope and had the Trust's return address on the envelope.</p> <p>The neighbour who received the letter realised who it was intended for and phoned the Trust to report receiving it. The neighbour said they would deliver it to the correct address.</p> <p>The Medical Secretary informed the house manager that the letter would be arriving and apologised for the error.</p>	Psychology report on patient
IGI/3191	ROYAL NATIONAL ORTHOPAEDIC HOSPITAL NHS TRUST	12-Jun-15	between 300 and 500	<p>The Trust received a phone call from Thames Valley Police to say that a suitcase and 3 very large holdalls containing imaging films/scans/CD and some documentation had been found by staff at the side of the road near a well-known fly-tipping site. .</p> <p>The Trust collected the suitcase and holdalls from the council later in the day that they were found.</p>	<p>Plain imaging films and scans from a variety of NHS and private organisations. On initial examination the images contain the following Personal Identifiable Data (PID):</p> <ul style="list-style-type: none"> • Hospital number, (depending on the organisation) • name. • D.o.B. • Sometimes NHS number • some have addresses (on a sticker on the film) <p>There are some PACS CDs and some paper documentation.</p>

IGI/3135	Abbey-Dale Medical Centre	12-Jun-15	1500	The council were contacted to see if it was possible to retrieve the waste but this had already gone to landfill. On further investigation the waste is processed using a UR 3R process and anaerobic digestion making the waste into compost.	Patient details, summary printouts, clinical letters
IGI/3127	Charing Surgery	13-May-15	1600	No information lost. No clinical data shared. No addresses, NHS no or other identifiable information included. Patients emailed able to see other patient's email addresses included on the email. Once the error was realised a further email was sent using 'bcc' to alert patients to the error and to apologise. An internal significant event has been raised. A protocol for bulk emailing patients will be put in place.	Email address
IGI/3161	SOUTHEND UNIVERSITY HOSPITAL NHS FOUNDATION TRUST	02-Jun-15	6-8	Junior doctor needed to talk to consultant to discuss a patient on their handover list with the consultant. They believe, but they are not sure, that they left the list in their handbag and took it home with them for the next day. Their handbag was left in the glove box of their car which was locked and parked outside their house.	Patient Name, Date of Birth, Hospital Number, Diagnosis and limited treatment details
IGI/3583	TEES, ESK AND WEAR VALLEYS NHS FOUNDATION TRUST	02-Jun-15	2	Staff member accessed two patient records that they were unable to verify they had justifiable clinical reason to access. On questioning by the manager, staff member confirmed that one of the patients was known to them however denied knowing the other patient. Access to Trust patient electronic system suspended. Disciplinary proceedings instigated.	Patient 1 - 36 case notes and 3 assessments. Patient 2 - 54 case notes.
IGI/3760	DEVON PARTNERSHIP NHS TRUST	04-Jun-15	One document	Document uploaded to wrong record. Subject Access request made by the other person and although the copy records were checked the person checking failed to note that this document did not relate to that person and the document was wrongly disclosed in error.	One document but included sensitive information and distress was caused to the person concerned

IGI/3279	BLACKPOOL TEACHING HOSPITALS NHS FOUNDATION TRUST	05-Jun- 15	approx. 6,500	The Trust is required to publish Equality and Diversity figures annually. Data requested from HR to be uploaded on external website. Person in HR reviewed previous year's figures and found excel table with pivot charts. By double clicking on the spreadsheet the database was viewable with full details of staff. This was immediately removed and investigation in to the activity (hits and access to files) has been undertaken.	Title, First name, Surname, DOB, Employee No, Job Role /supervisor, Position Title, Increment Date, length of service, Core hours, Assignment no, Contract type, Start Date, Acting up status, Career break, Smartcard number, Gender, Salary sacrifice Sensitive personal data Ethnic origin, NI Number, Religious belief, Sexual orientation, Pay scale and pay point, Suspended without pay, Maternity or adoption leave, Disability, Reason for leaving including dismissal
IGI/3697	Sheffield Health & Social Care NHS Foundation Trust	01-Jun- 15	Less than 11 individuals	Audit trails revealed potential inappropriate access to service user records by members of staff working in different departments across the Trust. The members of staff were authorised system users. Disciplinary proceedings were instigated and inappropriate access confirmed.	Care records of individual service users. The patient information system is protected by individual login accounts - the members of staff were authorised system users with their own accounts but used them to view service user records without justification.
IGI/3149	NORTH TEES AND HARTLEPOOL NHS FOUNDATION TRUST	19-May- 15	1	Letter to GP re Patient A was sent to Patient B (patient B name and address in 'copy to' section)	Clinical Information relating to diagnosis and treatment of patient
IGI/3159	ROYAL BERKSHIRE NHS FOUNDATION TRUST	12-Jun- 15	18	Handover sheet detailing information on 18 patients found by a member of the public on pavement outside the hospital building). Sheet handed into PALS department by member of the public.	Handover sheet
IGI/3271	CENTRAL AND NORTH WEST LONDON NHS	26-May- 15	2	The forms were about two patients and did not contain detailed health information. However, they were	First initial and surname; Date of birth; Gender;

	FOUNDATION TRUST			for children and contained sensitive information such as sexual orientation and indicated that a chlamydia test had been offered.	Borough of residence; Post code; District; Ethnicity; Religion/Faith; Sexual Orientation; Impairment/Disability; School/College; Chlamydia test done today?; Indication if condoms were offered; Indication if contraception and STIs were discussed.
IGI/3105	GEORGE ELIOT HOSPITAL NHS TRUST	08-Jun-15	Unknown	Ward's property book was packed with patient's belongings which were then sent sealed to bereavement and believed to be given to relative of patient. Book contained an unknown amount of patient identifiable information, both Banda labels and written information, amount of data lost unknown.	Banda labels and handwritten details of patients, including Name, Address, Telephone number, Hospital number, NHS number, Date of Birth, GP name and address.
IGI/3195	NHS NORTH OF ENGLAND COMMISSIONING SUPPORT UNIT	20-May-15	100,000 plus	Email received from outside of the organisation from a foundation trust. Person in receipt forwarded the email to another internal department who they thought should be in receipt. The initial recipient had not opened the attachment so they did not access the data. When the second recipient opened the email they immediately realised they should not have been sent it and deleted it and instructed the sender to delete it also. Email contained 132,826 rows of data including patient NHS number, local identifier, gender and ethnicity. May also have included DOB and post code but cannot confirm as they deleted the email so we are unable to check. It is unclear whether the rows were all separate patients so some may be duplicates however this still indicates that there were a substantial number of patients involved. The data was encrypted as it was sent from an NHS mail account to an NHS mail account. Both recipients deleted the email from their inbox and their deleted box.	NHS number, local identifier, gender and ethnicity; may also have included DOB and post code but cannot confirm.

IGI/3160	ROYAL BERKSHIRE NHS FOUNDATION TRUST	12-Jun- 15	152	152 Patients discharge summaries sent to the wrong General Practice from Electronic Patient Records (EPR) using Docman (secure electronic transfer system). This incident relates to 2 separate GP practices sharing the same name and address. This incident was alerted to us via CCG	Electronic discharge summaries via the Docman system.
IGI/3097	SOUTH WEST LONDON AND ST GEORGE'S MENTAL HEALTH NHS TRUST	17-Jun- 15	500 (circa)	NHS England reported a phone call from a man who is managing the refurbishment of a building previous owned by the NHS to say they have found onsite a four-door filing cabinet containing mental health case notes dating back to the 1980/90s. Initially reported as a Level 1 SIRI as quantity of records unknown. Now raised to Level 2 in view of the quantity involved.	Pre-electronic paper case notes detailing diagnosis and treatment. Actual number involved not clear at present - will be clarified.
IGI/3095	BRADFORD TEACHING HOSPITALS NHS FOUNDATION TRUST	11-May- 15	20	A ward round document was found on site. The document includes the details of 20 patients (18 x patient name with RAE number and 2 x patient name only). There is no clinical information on the document or any handwritten notes.	The document includes the details of 20 patients (18 x patient name with RAE number and 2 x patient name only). There is no clinical information on the document or any handwritten notes.
IGI/3088	NHS CENTRAL SOUTHERN COMMISSIONING SUPPORT UNIT	12-Jun- 15	2 letters	A utility company received a letter from a GP practice in respect of a patient. The letter was in reference to a referral and contained the following patient information: <ul style="list-style-type: none"> • Full name • Date of Birth • Home address • Telephone number • NHS Number • Hospital Number • GP Code • Confirmation of the treatment he is being referred for • A copy of a letter from Frimley Health NHS FT with full patient details again, and details of the patient's referral. <p>The letter was received in the following state:</p> <ul style="list-style-type: none"> • It is incorrectly addressed – This went to a Vodafone building and was opened and then sat around for a couple of days before it was posted to ourselves. • The letter is not addressed to 	<ul style="list-style-type: none"> • Full name • Date of Birth • Home address • Telephone number • NHS Number • Hospital Number • GP Code • Confirmation of the treatment he is being referred for • A copy of a letter from Frimley Health NHS FT with full patient details again, and details of the patient's referral.

				<p>anyone – I am assuming this was meant to go to our IFR team.</p> <ul style="list-style-type: none"> • It is not marked Private and Confidential • It was not posted recorded delivery. <p>There is an additional issue that this data was viewed by a non NHS organisation and held for a couple of days before the letters were sent by them to the correct posting address.</p> <p>Due to the letter not being address correctly, the letter went through the normal process for opening within the organisation and was therefore opened by a member of staff who reported the incident immediately.</p>	
IGI/3099	The Misbourne Surgery	12-Jun-15	1	The Practice was alerted to the error by the intended recipient when they received the re-directed post. The address on the envelope was incorrect. This address had been obtained from a search on 'google'. All the details of the address were correct except the name of the House.	NHS patient details
IGI/3273	University Hospitals Southampton NHS Foundation Trust	12-Jun-15	36	The Trust Orthopaedic service prepared three letters to send out to three local GP surgeries. Each letter included 12 letters addressed to GPs at these practices and one letter addressed to a patient and copied to the patient's GP. Each set of letters were placed in an A4 window envelope but inadvertently the letter addressed to the patient was left uppermost and the patients address not the GP surgery address was therefore visible in the window. This led to a patient receiving each letter and not the GP surgery as intended.	The letters comprised of 32 routine clinic outcome letters addressed to the patient's GP, 1 consultant to consultant letter copied to the patient's GP, 2 letters to the same patient's GP providing updates during a period of inpatient treatment and 1 letter to a patient's GP following the cancellation of a patient's operation. The letters all included the patient's name and address, date of birth, hospital number, and NHS number. The majority of letters included a summary of the

					patients' symptoms and diagnosis and recommendations for treatment or ongoing management. All patients were being treated for orthopaedic or Trauma conditions and no particularly sensitive clinical or personal information was disclosed.
IGI/3094	BRADFORD TEACHING HOSPITALS NHS FOUNDATION TRUST	11-May-15	22	A member of nursing staff has sent a nurse handover sheet to her own Hotmail account on two separate occasions. The handover sheet contains patient names, diagnosis, hospital number, infection status, past medical history and age of 22 patients.	The handover sheet contains patient names, diagnosis, hospital number, infection status, past medical history and age of 22 patients.
IGI/3323	THE ROTHERHAM NHS FOUNDATION TRUST	12-Jun-15	1	Letter was incorrectly addressed. SystemOne record did not show the name of the GP practice (corrected). Letter was sent to a private address instead. Patient informed. Very little clinical information on the letter. Patient was read the contents of the letter and expressed appreciation at being informed.	1 letter with limited clinical information.
IGI/3083	UNIVERSITY HOSPITALS COVENTRY AND WARWICKSHIRE NHS	12-Jun-15	One	A patient had requested a copy of his health record under a Subject Access Request. The Legal department were in regular contact with the patient as they were actively helping the patient in trying to resolve a separate issue. The Legal department were notified that there were a number of sheets belonging to another patient in his notes.	The information belonging to the other patient was approximately 14 sheets regarding a hospital episode in ED.
IGI/3087	MERSEY CARE NHS TRUST	12-May-15	1	Two members of staff were discussing their colleague who is a current in-patient & their line manager identified that a potential data breach may have taken place. Email alert to Service Manager by line manager - audit trail generated which identified unauthorised access by 2 members of staff. Both staff interviewed, acknowledged unauthorised access and immediately suspended pending full investigation.	Electronic clinical records held on the Trust Clinical Information System - Staff provided with controlled access to enable them to undertake their job within the organisation. Full training provided before live access provided to clinical information system

					together with staff's responsibilities also outlined - staff have completed IG training. The trust has policies and additional guidance in place in respect of confidentiality.
IGI/3284	TEES, ESK AND WEAR VALLEYS NHS FOUNDATION TRUST	02-Jun-15	2	Fact finding and an independent interview revealed that a security breach had occurred. Breach occurred in November however could only be confirmed following interview with the alleged perpetrator.	Electronic patient care records: Patient 1 - accessed 54 case notes Patient 2 - accessed 38 case notes
IGI/3303	PLYMOUTH HOSPITALS NHS TRUST	03-Jun-15	1	A member of staff working at this Trust sent an email containing patient sensitive information about patient A to a member of staff working in another Trust in error. The incorrect email address was originally given to the staff member by patient A's mother. The email was intended for someone working at an NHS Trust with the same name.	Sensitive NHS Patient Data
IGI/3068	SLIPSHOE HOUSE DENTAL SURGERY	12-Jun-15	13	A summary of 13 patients' recent basic NHS treatments was sent from the practice principal's NHS.net account to the Commissioner's NHS.net account and the practice manageress and practice partner were copied in to inform them that the document had been sent. One was on a password protected btconnect.com account and the other on a password protected Gmail account. Both were aware of the contents of the document as hard copies are kept secure at the practice and the practice partner was actually the author of the document. A reply came from the Commissioner informing the practice that patient identifiable information had been attached to the copies which she considered non-secure and therefore a breach of contract notice would be issued under Information Governance and actioned. The practice partner spoke to the manageress on receipt of the communication from the Commissioner and they both immediately deleted the e-mails from their records and informed	Name and date of birth of patients and simple dental treatment information.

				the practice principal. The sensitive information was vulnerable to attack for a maximum of 15-20 minutes and included no medical or social records but solely names, dates of birth and basic recent dental treatment.	
IGI/3136	University Hospitals Bristol NHS Foundation Trust	22-May-15	1	<p>On 14th January 2015 a secretary working in the Neonatal Intensive care unit (NICU), sent out a clinic nonattendance letter to the wrong address. The letter contained information such previous use of drugs and that the mother has missed 4 previous appointments and as such the matter was being referred to social services. The error was that the letter was sent to the incorrect address. The error was only picked up when the mother's health visitor (received a copy of the letter and noticed the error. She notified the safeguarding team who in turn contacted the patient safety team.</p> <p>There was a slight delay in taking the necessary actions because it was not clear who would be tasked with speaking to the mother. The initial assumption was that the call would be made by Consultant. The other factor was that a second clinician was copied into the emails and that person was on leave and did not pick up the email trail until their return on the following Monday. The necessary followed on quickly from that point and it was clarified how best to proceed.</p> <p>We have not been able to ascertain at this stage whether the letter has been read by the occupant at the incorrect address.</p>	A clinic nonattendance letter containing personal information
IGI/3073	CAMBRIDGE UNIVERSITY HOSPITALS NHS FOUNDATION TRUST	04-Jun-15	1	<p>Patient received a copy of his clinic letter. In the same envelope was a clinic letter for another patient. Patient partner has contacted the GP surgery of the other patient and sent the letter to them.</p>	Clinical letter
IGI/3059	NHS Islington CCG	23-Apr-15	11	<p>Cytology reports for 11 patients sent to the CCG with no covering letter or other explanation. The reports were addressed to the</p>	Cytology reports for 11 patients of whom one was found to be

				PCT, which ceased to exist on 31 March 2013. NB one of the cytology reports indicated the patient was positive for high risk human papilloma virus.	positive for high risk human papilloma virus.
IGI/3079	BRADFORD TEACHING HOSPITALS NHS FOUNDATION TRUST	11-May-15	20	The list was for a patient review meeting. The list was found the same day by a member of staff.	Name, Age, Date of birth, NHS number and hospital number
IGI/3145	Marie Curie Cancer Care (London)	12-Jun-15	450-600	Two spreadsheets containing patient information were emailed in error by an employee of our referral centre to an employee of an external management consultant contractor. The spreadsheets contained the names and postcode of patients.	The two spreadsheets contained patient identifiable data about 450-600 patients in total. The information contained included among other things: name of referrer, date of referrer call, primary care organisation, service required, patient name, patient postcode, new/existing patient, nursing care grade required, number of days/nights required, weekly pattern requirements.
IGI/3147	UNIVERSITY HOSPITALS OF MORECAMBE BAY NHS TRUST	16-Jun-15	23	Received a phone call from a lady who works for a company that services buildings when the tenant leaves. She had taken over and found some old paperwork that had come from a cleared apartment that had the Trust address on. Following discussion the documents appear to hold patient information, possible from A&E admissions and she believes it was a doctor who lived at the apartment.	19 were referrals for cardiology review and 4 were casualty cards. The documentation was from 2012.
IGI/3111	COVENTRY AND WARWICKSHIRE PARTNERSHIP NHS TRUST	14-May-15	44	Incident was identified when it became clear that sets of case notes were missing. These are paper care records therefore both person identifiable and sensitive health information.	Paper patient records - health case notes - hand written - personal and sensitive data

IGI/3052	DORSET COUNTY HOSPITALS NHS FOUNDATION TRUST	12-Jun-15	25	<p>One orthopaedic handover sheet containing details of 11 patients, One on call orthopaedic trauma meeting handover sheet containing details of 10 patients and one 'medical' history sheet with written details of 5 patients. Patient details include name, date of birth, current medical condition/injury and plan, past medical history, current ward, hospital numbers, blood results, some addresses and phone numbers.</p> <p>All 3 sheets handed into main reception by a member of the public, stating that they were found in a supermarket.</p>	Patient details include name, date of birth, current medical condition/injury and plan, past medical history, current ward, hospital numbers, blood results, some addresses, phone numbers and NHS numbers
IGI/3048	NORTH TEES AND HARTLEPOOL NHS FOUNDATION TRUST	02-Jun-15	1	Clinic letter sent to GP re patient. In the 'copy to' section the name was correct but the address was for a completely different address.	Clinic letter relating to patient's past and current medical history
IGI/3056	ROYAL BERKSHIRE NHS FOUNDATION TRUST	12-Jun-15	23	Member of staff found a copy of maternity handover sheet outside Maternity building containing patient identifiable information for 23 patients. Sheet was brought back into the hospital and handed over to member of maternity staff.	NHS patient data
IGI/3186	University Hospitals Bristol NHS Foundation Trust	12-Jun-15	1	A clinician's statement was provided to the Police as they advised that they were acting under the auspices of the Coroner. The Coroner is legally entitled to such information. It was later found that the Police were not acting under the auspices of the Coroner as the Coroner had closed the matter some months earlier. The Police therefore obtained this information inappropriately.	Clinician's statement
IGI/3028	5 BOROUGHES PARTNERSHIP NHS FOUNDATION TRUST	02-Jun-15	2	Two sets of care records were in an unlocked briefcase in the rear passenger foot well of a member of staff's car which was parked in a supermarket car park, this is the usual place that the car is parked due to proximity to staff member's home. This is against Trust policy. During approximately 30 minutes that staff was in her home the car window was smashed and the briefcase stolen. CCTV reveals that the perpetrators watched the staff member leave then broke into the car, stole the briefcase and ran away. The records were subsequently found by the member of staff who went searching the local area and found	Two sets of care records related to individuals with a learning disability undergoing assessment for autistic spectrum conditions.

				the briefcase and records on wasteland near to the site of the theft.	
IGI/3082	BLACKPOOL TEACHING HOSPITALS NHS FOUNDATION TRUST	22-May-15	unknown	Confidential waste awaiting shredding was mistakenly picked up and placed in recycling waste	Community daily printed diary including patient identifiable information, health status. Allergy alerts and core drugs. Journal entries and a copy GP summary.
IGI/3080	Luton and Dunstable University Hospital NHS Foundation Trust	12-Jun-15	3	The Trust identified from an access audit report, that a member of staff had inappropriately accessed Health Records of three Data Subjects. Two of the records accessed were those of L&D staff members. One of the three records accessed contained Highly Sensitive Information (as defined by the Information Commissioner's Office (ICO) and in the HSCIC IG SIRI Reporting Guidance).	<ul style="list-style-type: none"> • Data Subject 1 - Record contained personal, sensitive information (health/clinical) & highly sensitive information. • Data Subject 2 - Record contained personal & sensitive information (health/clinical) • Data Subject 3 - Record contained personal & sensitive information (health/clinical).
IGI/3034	ST HELENS AND KNOWSLEY HOSPITALS NHS TRUST	11-Jun-15	9 pieces of A4 paper	<p>The 9 sheets are "ward handover sheets" that are used by clinical staff as a quick guide to what patient is in which bed, who they are and what they are being treated for etc. The information contained on the sheets is minimal.</p> <p>The information has been fully recovered, the member of staff has admitted taking the information off site despite having had IG training and being made aware of the Trust's position on staff taking information off site.</p> <p>The Trust's SIRO, Caldicott Guardian and Chief Executive have been fully briefed on this incident and appropriate action is being taken against the member of staff in question.</p>	NHS patient data

IGI/3061	BRADFORD TEACHING HOSPITALS NHS FOUNDATION TRUST	11-May- 15	1	An update on a baby's status was provided over the phone to a woman who said she was the mother. During the conversation it became apparent that the woman was not the mother.	1 patient on the special care baby unit involved. Information disclosed was a brief update on baby's condition
IGI/3055	ROYAL BERKSHIRE NHS FOUNDATION TRUST	12-Jun- 15	22	A ward handover sheet detailing patient names and clinical information (some sensitive) was found on a bench in a bus stop outside the hospital by a member of the public. A couple of weeks afterwards the member of the public contacted the Trust. Member of the public advised to return the information to the hospital for investigation. The information arrived in the post.	NHS patient data
IGI/3013	ROYAL BERKSHIRE NHS FOUNDATION TRUST	12-Jun- 15	18	Post clinic letters sent in error to Diabetic Screening service. Declared as an SI and internal investigation underway.	NHS patient data
IGI/2997	NHS Islington CCG	12-Jun- 15	1	A completed continuing healthcare assessment for a terminally ill patient was faxed through to the CCG's main fax number which is unsecured as the fax machine is located in reception.	Personal details of one patient: name, date of birth, medications, prognosis and other personal information
IGI/3137	Marie Curie Cancer Care (London)	12-Jun- 15	13	A patient information sheet from was found in the local acute hospital Trust. The information sheet did not contain name or logo but was recognised as a form by a member of staff who had previously worked at the organisation. The information sheet contained patient identifiable data and clinical details about 13 patients.	The information sheet contained patient identifiable data and clinical details about 13 patients: patient name, patient number, bed position, background about their medical condition (diagnosis, latest condition, current medication) and "jobs" to be carried out by the medical staff including weekend plans (such as whether the patient would need to be reviewed).

IGI/3039	ASHFORD AND ST PETER'S HOSPITALS NHS FOUNDATION TRUST	02-Jun-15	1202+	During Trust tests of email 'data leakage' software, emails were found to be routinely sent from the Trust self-check-in kiosk system to a named member of staff at the system supplier. The emails contained reports of check-ins and demographic changes made by patients during check-in. Identification of individual patients is considered unlikely.	Check-in date/time, appointment time, clinic code, sex and date of birth for 819 patients (an unknown subset of all check-ins during the period 15-19 Dec 14). Date, local hospital number, date of birth and changed demographic field for 383 patients who amended their own demographic data using a kiosk, such field types variously including address, telephone number, ethnicity and/or religion.
IGI/3033	NOTTINGHAM UNIVERSITY HOSPITALS NHS TRUST	02-Jun-15	1	Copy of routine clinic letter sent to patient, as discussed and documented during consultation. Unfortunately the letter went to the incorrect address as the house number had had been mis-transcribed onto the envelope. Window envelope not used. Correct address on letter/incorrect on envelope. Contained particularly sensitive information. The incorrect recipient hand delivered the letter to the correct recipient. Not sure if incorrect recipient read contents of letter but envelope had been opened.	Letter contained patient's name, DOB, medical diagnosis, history. Did not directly mention HIV diagnosis but letter did refer to 'HIV consultant'
IGI/3506	KETTERING GENERAL HOSPITAL NHS FOUNDATION TRUST	22-Jun-15	30	<p>A list was prepared that contained a list of patient details for patient files that required collecting in preparation for a multi-disciplinary team meeting printed from a Trust IT system instead of the normal process of using a Trust proforma that contained minimal information.</p> <p>The list contained personal information of approximately 30 patients that included surname, NHS number, hospital number, date of birth, consultant responsible and sensitive information about the patient's diagnosis and the reason as to why the patient was added to the multi-disciplinary team meeting.</p>	Sensitive personal information about approximately 30 patients that included surname, NHS number, hospital number, date of birth, consultant responsible and the reason for the being added to a multi-disciplinary team meeting. The information also contained the patient's diagnosis as well as minimal clinical information such as review

				<p>The information was lost when an individual was travelling between departments to collect the patient files. The document containing this information was lost in transit between the office area and the destination. The list was never recovered and therefore was presumed lost.</p>	<p>results.</p>
IGI/3006	<p>WRIGHTINGTON, WIGAN AND LEIGH NHS FOUNDATION TRUST</p>	02-Jun-15	12	<p>I replied to the email with the following but I received an out of office so I am copying this into here</p> <p>It is believed that this person was accessing her father's record and comparing records to other patients to try and understand them (but this is an assumption at this time).</p> <p>We have followed our local SIRI reporting procedures and consulted with our SIRO and Caldicott Guardian who support this decision to report this incident. We are taking this breach very seriously and are in the process of investigating further. This individual has been excluded whilst the investigation takes place. The EPR access was revoked immediately.</p> <p>We have evaluated the inappropriate access using system audit reports and we will write to all patients that have had their right to confidentiality breached.</p> <p>A full evaluation of how we inform our staff that it is not appropriate to access their records and unlawful to access others are underway.</p> <p>It is present in our Confidentiality Code of Conduct, our acceptable IT use policy; there is a disclaimer and an EPR Privacy policy on the EPR log on. Our EPR training covers this and advises staff that they should not access their own records. The IG training covers unauthorised access.</p> <p>At least annually a global message is sent to our staff from our Caldicott Guardian warning of repercussions on staff should they abuse of their access to EPR.</p>	<p>Personal patient data; Clinical data such as blood results</p>

				<p>Upon receiving 2 SUI for unauthorised access, a new message from our Caldicott Guardian will be sent immediately.</p> <p>We continue with our local investigations.</p>	
IGI/2999	BASILDON AND THURROCK UNIVERSITY HOSPITALS NHS FOUNDATION TRUST	03-Jun-15	1	GP letter containing details of one patient accidentally sent to an incorrect recipient as the cc address on page 2 is different and was not checked	GP letter contains Name, Address, Date of Birth, Hospital & NHS Numbers and details of appointment in relation to one patient.
IGI/3012	Cambridgeshire Community Services NHS Trust	12-Jun-15	19	<p>An NHS paper notebook containing PID and one piece of clinical information against each name has been mislaid by a Nursery Nurse from the School Nursing Team. The notebook contained information on 19 children and was used as an aide memoire when planning visits. The Nursery Nurse, a relatively new member of staff, had received Information Governance basic awareness training during Corporate Induction.</p> <p>Its potential 'loss' followed a period of annual leave during which the Nursery Nurse moved home and on returning to work realised that the notebook was missing. An extensive search took place in an attempt to find the notebook but this was unsuccessful. The incident was then reported</p>	<p>Patient Identifiable Data (i.e. name; address; dob; telephone number; school)</p> <p>One piece of clinical Information for each child (i.e. enuresis; behaviour)</p>
IGI/2998	ROYAL FREE LONDON NHS FOUNDATION TRUST	09-Apr-15	1163	A list of patients was emailed to the correct recipient but to a non NHSmail account in error. The list was emailed to an external company that calls patients on the trust's behalf regarding their hospital appointments. Staff member was aware of the error immediately after the email was sent.	Spread sheet contained the data of 1163 patients including their name, DOB, address, clinical specialty and phone number.
IGI/2942	5 BOROUGH PARTNERSHIP NHS FOUNDATION TRUST	02-Jun-15	1	Five packages were sent via Royal Mail Signed For service. They were collected by Royal Mail the same day. Three of the five packages have all been delivered. Two of the packages were going to the same patient - both found in car park.	Copies of care records.

IGI/2973	UNIVERSITY HOSPITALS COVENTRY AND WARWICKSHIRE NHS	12-Jun-15	4	A letter of complaint was received by the Complaints Department, by the office of the Chief Executive. The letter was from a patient who had contacted the Legal Department for a copy of his medical records under a Subject Access Request. Within his paper records and encrypted CD, he found the notes/images of 4 other patients. An email was received providing notification of the complaint/incident.	At the time of reporting the incident, it is not known specifically what data has been disclosed in error. The Head of the Legal Department has asked the complainant to return the notes that are not his back to the Trust. The earliest the complainant can attend is the afternoon/evening.
IGI/3563	AVON AND WILTSHIRE MENTAL HEALTH PARTNERSHIP NHS TRUST	18-May-15	one page	Information sent to wrong email recipient, via incorrectly selecting recipient from NHSmail	Demographics
IGI/2936	NORTH TEES AND HARTLEPOOL NHS FOUNDATION TRUST	02-Jun-15	2	Patient A admitted to A&E Department. A Safer Referral form was completed with very sensitive information about Patient A and a family member. Patient B was waiting for discharge to care home and Patient A Safer Referral form was inadvertently sent to care home with Patient B documentation. Information on the form is extremely sensitive. The care home notified A&E staff that they had the Patient A referral form and it was retrieved within the hour.	Highly sensitive information on a Safer Referral form
IGI/3128	DEVON PARTNERSHIP NHS TRUST	08-Jun-15	3	Email with investigation report containing sensitive personal information sent to several recipients including one incorrect recipient. This was not a secure email address. Error compounded by further email being sent "reply to all" by another member of staff resulting in the report being sent to the incorrect recipient a second time.	Root Cause Analysis Investigation Report relating to deceased person which contained sensitive personal information both about the deceased and family members.
IGI/2969	Fresenius Medical Care	12-Jun-15	23	One of our small delivery vans was stolen while making a delivery to a patient. This vehicle contained patient injections and delivery notes containing patient data (Name, address and medication to be delivered). All patients affected and the NHS Trust was contacted immediately.	Paper Delivery notes for 23 patients contained Patient name, address, Product and Quantity

IGI/2918	Plymouth City Council	12-Jun-15	511	<p>The Direct Payments remittance advices were sent to clients via email following the payment run. The attachment included a copy of every remittance to every customer resulting in each individual customer receiving 511 remittance advices, their own and everyone else's. This email was sent to 496 Direct Payments customers.</p> <p>The attachment contained the following information:</p> <ul style="list-style-type: none"> • Name, • Address • Payment Amount • Bank Sort Code • Last four digits of the bank account number 	<ul style="list-style-type: none"> • Name, • Address • Payment Amount • Bank Sort Code • Last four digits of the bank account number
IGI/2992	SHERWOOD FOREST HOSPITALS NHS FOUNDATION TRUST	12-Jun-15	one	<p>Letter sent to a patient which contained the body of the letter relating to another patient. The letter contained name, address, NHS number and detailed clinical information. Following a recent incident controls had been put in place to reduce the risk of this type of incident. An investigation is underway to identify what happened in this case</p>	NHS patient data relating to one individual
IGI/2977	BASILDON AND THURROCK UNIVERSITY HOSPITALS NHS FOUNDATION TRUST	02-Jun-15	1	<p>The patient discharge letter contained information relating to alcohol liver disease.</p>	Patient discharge letter relating to one patient was inadvertently sent home with the relatives of another patient. The letter contained details relating to alcohol liver disease
IGI/3049	WEST LONDON MENTAL HEALTH NHS TRUST	12-Jun-15	100-130+	<p>The diaries are used by 2 staff and by the secretaries and clinic administrators. These diaries were kept in the office and are not accessible to patients and fob-protected. The diaries were kept in filing cabinets and sometimes on shelves in the office. Numerous staff uses this office as per a hot-desk necessity. The diaries contained a paper record of:</p> <ul style="list-style-type: none"> • Patient names – transgender patients attending voice therapy and assessment appointments at the Gender Identity Clinic • Some patient RiO numbers • Some patient contact telephone numbers • Outcomes of appointments 	A Service user of the service maybe transgender individuals as this is part of the Transgender Clinic.

				<ul style="list-style-type: none"> • Clinician contact mobile telephone numbers <p>The discovery of lost data would likely cause distress or embarrassment to patients.</p> <p>More than 100-130+ individual's contact details are in the diaries - phone numbers, initials, possibly reason for meeting</p>	
IGI/3070	DARTFORD AND GRAVESHAM NHS TRUST	10-Jun-15	one	<p>Patient is registered with GP practice 'A' but works for GP practice 'B'. X-ray result sent to GP practice 'B'. The senior partner at practice 'B' asked to see them and informed them of the x-ray results. The patient was extremely upset and distressed that their personal details have been shared with their employer.</p>	NHS patient data of x-ray result which is personal, sensitive and confidential data.
IGI/2941	MAIDSTONE AND TUNBRIDGE WELLS NHS TRUST	07-Apr-15	c. 3,500	<p>Data relating to children attending A&E sent to CCG regarding emergency children's services as part of monitoring CQUIN progress. It was in the form of a Word document with embedded documents. One of the embedded documents was an Excel Spread sheet containing a graph showing performance.</p> <p>The file also contained the data that generated the graph. CCG colleagues are not entitled to see this patient level data.</p>	Attendance No Hospital Number NHS Number Patient Surname Patient Forenames DoB Age Sex School Address Line1 Address Line2 Postcode Date/Time registered in A&E Hour registered in A&E Seen By AE Doctor Time Left dept. Time Time in Dept. (mins) Time in Dept. (hh:mm) Complaint Diagnosis Injury or Illness flag Referral Source Mode of Arrival Outcome of attendance (Conclusion) Ward if admitted Re-attender flag GP Details gp_code gp_practice Clinician name

					Specialty Referred to Count of attendances if >5 in 6 mths Triage category
IGI/3109	KINGSTON HOSPITAL NHS TRUST	02-Jun-15	20 patients	Cancer Escalation list (Excel) generated and sent twice weekly. Operator accidentally sent to wrong recipient. Operator contacted wrong recipient circa 30 mins later who confirmed that as he realised the email wasn't for him he had deleted it (and from deleted items cache) without opening it.	20 patients with the following fields Suspected Cancer MRN Surname Forename DoB 31-day target 62-day target Escalation reason
IGI/2894	PLYMOUTH HOSPITALS NHS TRUST	03-Jun-15	3 other data subjects	Patient was sent an admission offer letter for a particular procedure. Along with the letter the patient was sent a printed theatre list of four patients who were all booked to have a procedure the same day/location as him. The patient was one of the four patients included on the list. The Information Governance team offered their apologies for this incident occurring and requested that the data is returned to the IG team for them to raise this incident on the Trust's local reporting tool and to begin the investigation.	Sensitive NHS Patient Data
IGI/2902	Provide (CIC)	08-May-15	25	Incident reported by Registered Nurse. Patient Summary Handover sheets and MRSA Screening results found on their printer. Print jobs had originated from the Hospital. This consisted of 5 copies of a 12 page document which detailed 25 unique patient's information. 3 MRSA Results also printed.	Patient Name, Age, Home Location (Town), NHS Number, Hospital Number, Admission date, Source of Referral, Discharge Date (Latest), Days to Discharge, Pathway Variance, Resus Status, Food or fluid chart, Past medical history, primary diagnosis, referrals made, team update, MRSA Results
IGI/2886	NORTH TEES AND HARTLEPOOL NHS FOUNDATION TRUST	02-Jun-15	4	Concerns were raised to a Manager that a member of the team may have access to information relating to her ex-partner's new wife and baby. At the time the concerns were raised a plan was put in place to	NHS patient information relating to 3 children and one adult

				<p>prevent the staff member coming into accidental contact with these patients. A search by the Manager at the time did not reveal any access to these records.</p> <p>Subsequent to this the Manager was granted 'auditor' rights and discovered that there had been access to this information on several occasions however, the staff member has been covering some administration tasks and it has been confirmed that there has been inappropriate/unauthorised access. This has been proven by investigation and the staff member has admitted it.</p> <p>The staff member has been dismissed.</p>	
IGI/2885	HEART OF ENGLAND NHS FOUNDATION TRUST	12-Jun-15	5	<p>Information on young people with cancer was provided for a survey. Information was provided on 5 people in error, who had not been diagnosed with cancer. Patients were contacted in relation to the survey, two patients phoned the Trust in distress thinking that they had cancer, but had not been informed of this.</p>	Demographic and clinical coding data
IGI/2865	Pickering Medical Practice	02-Jun-15	1	<p>Mr A was using EMIS Access on behalf of Mrs A, his wife. Mr A reported being able to view details of Mrs B, an unrelated person with the same surname. Mrs B is not registered to use EMIS Access and may not be registered with the Medical Practice.</p>	<p>Mrs B's name and address was displayed on screen. If she had been registered to use EMIS Access, aspects of her medical record may have been accessible, and also her change password and security questions tabs.</p>
IGI/2948	BASILDON AND THURROCK UNIVERSITY HOSPITALS NHS FOUNDATION TRUST	02-Jun-15	21	<p>Handover sheet contained 21 Names, DoB, Age, Gender, Hospital & NHS Numbers, Brief Problem/Diagnosis detail, Investigations/Plan</p>	<p>Handover sheet contained 21 Names, DoB, Age, Gender, Hospital & NHS Numbers, Brief Problem/Diagnosis detail, Investigations/Plan</p>

IGI/2870	The Surgery Kingstone	12-Jun-15	1	Request received to send copy of all medical notes and records to firm of solicitors. Patient has given consent for this to happen. Unfortunately records for a different patient (but with same surname) were sent. Solicitors phoned to notify us of this error. The Solicitors shredded the incorrect records, and we sent the correct records.	Paper copies of medical records for one patient sent by post
IGI/2979	SOUTH WEST YORKSHIRE PARTNERSHIP FOUNDATION NHS TRUST	12-Jun-15	1	Phone call from the mother of a recently discharged mental health patient. She reports that patient has received through the post a Community Treatment Order (CTO) that relates to a different patient. This paperwork shows conditions which must be adhered to whilst on a CTO and the opinion of a clinician. Other details are service user demographics and mental health condition.	Service user demographics, mental health condition, CTO conditions and clinical opinion.
IGI/2901	Virgin Care Services Ltd	12-Jun-15	68	<p>A service manager received an urgent email from a CCG as lead commissioner for the community service requesting 'patient level' data in order to support a decommissioning process for part of a service. The information was requested on behalf of one CCG who are one of the CCGs within a Collaborative.</p> <p>The manager emailed and advised that as patient identifiable was requested, the information should be sent by NHSmail to NHSmail and requested a suitable email address. This was provided but unfortunately the manager inadvertently sent the information from her standard account rather than her NHSmail account. Patient data (NHS and name) for 68 patients was disclosed to one recipient at the CCG.</p> <p>Upon receipt, the recipient forwarded the email to one of the CCGs within the Collaborative who raised the incident as:</p> <ol style="list-style-type: none"> 1. Identifiable information should not have been provided to either of the CCGs even though they had requested it. 2. The service manager had disclosed basic information relating to patients outside of the Collaborative. 	<p>Personal data:</p> <p>Forename, Surname, NHS number, GP and CCG</p>

				<p>3. The information had been transmitted through an unsecure method.</p> <p>4. There had been a previous low level incident that had internally reported and investigated and determined to be a level one incident.</p> <p>The CCG IG Manager contacted our Head of Information Governance by phone to notify us that a breach had occurred as a result of the service manager sending patient identifiable data to them. They confirmed that it has been sent through an insecure method of transfer.</p> <p>Also advised that the CCG had committed a further breach by forwarding the email and attachment to another CCG and that they would be carrying out an internal investigation into their own actions taken and the processes for requesting patient data for commissioning purposes. They confirmed that the emails have subsequently been double deleted.</p>	
IGI/2882	St George Healthcare Group	12-Jun-15	15	<p>External teacher who provides lessons at our hospital has referred to people at an external social gathering for deaf people in the local community, as patients of the hospital. She was attending with her 2 teenage daughters who are also aware that they are patients at our hospital. The teacher is obviously aware that the hospital has a secure ward. There does not appear to have been any specific information shared as she does not have access to sensitive clinical information, however, it is not clear how much information she may have shared with her daughters about it being a secure hospital etc. The contract with the teacher has been terminated immediately, based on this and other inappropriate behaviour with the patients at the deaf club (this has been referred separately to the local Safeguarding).</p>	<p>There does not appear to have been any specific information shared as the teacher does not have access to sensitive clinical information</p>

IGI/3143	THE ROYAL WOLVERHAMPTON NHS TRUST	12-Jun-15	1971 + records	<p>Staff member personal laptop identified within the Trust without encryption, used to hold patient identifiable information including name, hospital number, treatment plans. The laptop is password protected, but was taken out of the Trust.</p> <p>Further investigation shows that a USB stick was also used as well as transfer from NHSmail to personal email account.</p> <p>RCA has now been finalised and a disciplinary is currently underway in order for a comprehensive investigation to be undertaken. The staff member has been suspended whilst the outcome is being finalised.</p>	<p>Spreadsheet containing 1971 patient records consisting of information including name, hospital number, and treatment plans for Ophthalmology patients. Further investigation led to the discovery of multiple documents containing patient details from the Ophthalmology service including appointment lists, prescription list etc.</p>
IGI/2830	Croydon Health Services NHS Trust	12-Jun-15	1-70	<p>Patients are being given more than 1 hospital number. When these numbers are merged their scan records are not then available on the system. This is a clinical risk to the patient and an information governance risk. In addition the screening midwife cannot enter their Downs syndrome screening results onto the system. The problem is becoming worse with increasing numbers of women being allocated more than 1 hospital number. This consequently is causing a huge and unnecessary volume of work for antenatal sonographers and helpers. There are currently about 70 patients who have duplicate numbers on our file that we have detected over the last few months.</p>	<p>Downs syndrome screening results onto the system, cannot be recorded.</p>
IGI/3057	NORTH TEES AND HARTLEPOOL NHS FOUNDATION TRUST	02-Jun-15	1	<p>The patient (staff member) had requested a copy of a report from Occupational Health but never received it. On discussing the report with her line manager and being shown a copy of the report she realised that her copy of the report had been sent to another @nhs.net address (very similar name). She informed an Occupational Health staff member that she was concerned that confidential information had been breached, but received no acknowledgement or response to her email.</p> <p>An incident was raised on the Trust system which brought it to</p>	<p>Occupational Health Report</p>

				the attention of information governance who have commenced an investigation.	
IGI/2858	SUSSEX PARTNERSHIP NHS FOUNDATION TRUST	12-Jun-15	51-100 individuals	<p>The Trust's IT Department contacted the Information Governance & Health Records Team (via telephone) to alert them to a number of files / folders held within a common folder which had been found to contain a variety of sensitive and patient identifiable data.</p> <p>For audit / information purposes details of the initial findings were requested from the IT Department and received via email. This information was received by the Information Governance & Health Records Manager who reviewed the incident and then escalated to the Head of Practice Quality.</p> <p>An investigation into the incident commenced. The Head of Practice Quality then contacted the area(s) concerned via telephone and then followed up the incident details via email.</p> <p>During the course of the investigation further unprotected / unrestricted files / folders (in the same area) were located. These were found to contain, spreadsheets detailing medical information, patient identifiable data, discharge summaries and patient letters.</p>	<p>Patient identifiable data, dates of birth, address details, medication details, PiMS numbers / hospitals numbers, test results and correspondence.</p> <p>In addition to this sensitive staff information was also found which consisted of payroll information, expenses claims, full name details and address details.</p>
IGI/2786	NHS Wigan Borough CCG	02-Jun-15	48	48 patient names were included on a spreadsheet that formed part of an agenda pack for a meeting. The recipients of the data were external and internal colleagues within health and social care. The information was sent from an nhs.uk account which was not secure and the file was not encrypted. It was disclosed in error as the columns were hidden on receipt of the excel spreadsheet but after sending	Patient first name and surname

				hidden columns appeared. No clinical data was included.	
IGI/2800	The Peacock Practice	02-Jun-15	23	Minutes of a practice meeting, rather than a Patient Participation Group meeting were uploaded to the practice website in error. These have now been removed. An internal investigation is currently ongoing.	Names of patients on our list, including some details of their conditions. Names of patients on the Child Protection register, including some details of their circumstances.
IGI/2828	Nestor Primecare Services	12-Jun-15	80 Records	<p>The recently publicised Drupal 7 “highly critical” security flaw has affected millions of web sites around the world. Whilst the software patch to fix this flaw was scheduled for installation (as a high priority change, in line with industry best practice remediation timescales), Drupal.org indicated that a web site needed to be patched within 7 hours of vulnerability publication, which was not possible to achieve due to the IT work and testing required. With this knowledge we closed the affected web site, preserved it for future reference and undertook remedial actions in line with Drupal.org’s recommended best practice approach.</p> <p>There is potential data loss arising from this breach on our website, which has online forms for Carer Application, Customer Registration and General Enquiry. Whilst we have found no evidence of data having been extracted from the site, we cannot rule out the possibility of data loss, hence we are choosing to disclose and also to contact that small number of customers whose data was on the site at the time the exploit was identified.</p>	<p>14 Carer Application Forms (Name, Address, Telephone, Date of Birth, CV, Demographic Info, Next of Kin, Training, Employment History and Referees)</p> <p>30 General Enquiry Forms (Name, email, Telephone and the Message)</p> <p>36 Potential Customer Registration Forms (Name, Address, Telephone, Next of Kin, Doctor, Medical Conditions, Activities of Daily Living, Power of Attorney flag, relationship to client and Religion)</p>

IGI/2808	UNIVERSITY HOSPITAL OF NORTH STAFFORDSHIRE NHS TRU	12-Jun-15	348	<p>Secretary within the Nursing Directorate was sending papers to the Trust's internal auditors, and sent a spreadsheet that had patient data remaining in it. The internal auditor has legitimate access to necessary Trust information to enable the audit function to be carried out, but in this instance they did not need this patient information.</p> <p>The spreadsheet contained information relating to pressure sores for 348 patients. This included their name, unit number, and the grade of pressure sore, the ward location and relevant staff names.</p> <p>The email was only sent to one employee. They immediately queried whether this data had been sent incorrectly; this was confirmed and the email was deleted straight away.</p>	<p>Spreadsheet contained information regarding 348 patients. This was summary data showing their name, hospital unit number, the date their pressure sore was reported via Datix (the Trust's incident management system), whether a Root Cause Analysis (RCA) was requested, and if so the dates this took place, whether an action plan was uploaded to Datix, the Datix reference number, the grade of the pressure sore, the ward the patient was on, the location of the pressure sore, the ward managers name, the matron name, and a "comments" section including information about which staff members had been emailed and when.</p>
IGI/2724	PENNINE ACUTE HOSPITALS NHS TRUST	29-Jun-15	15	<p>A ward handover sheet was found on the floor of a shop and returned to the Trust by a member of the public. 15 patients were named on the sheet. Patient identifiable data included Name, Hospital Number and some also had Date of Birth included. The risk was contained as the member of public returned the list directly to the Trust.</p>	NHS patient data
IGI/2730	West Mersea Surgery	12-Jun-15	158	<p>The practice utilised the CFH Docmail solution to send care plans and covering letters to patients. A number of patients attended the practice with their letters which included copies of the letter/care plan for other patients enclosed in the envelope. Initial count reduced from 158 to 32.</p>	NHS patient data

IGI/3071	BARKING, HAVERING AND REDBRIDGE HOSPITALS NHS TRUST	12-Jun- 15	14	<p>A midwife attended a mother at home who had an unplanned homebirth. The woman was transferred into hospital with the midwife escorting her in the ambulance. When the midwife returned to her car the next morning it had been stolen. In it had been community midwifery emergency equipment and 14 sets of postnatal hand held health records. These records contain a range of personal data some of which may be defined as sensitive personal data within the Data Protection Act 1998, for example ethnic origin, religion and physical or mental health. A look back exercise took place.</p> <p>To date neither the car nor any of the postnatal hand held health records have been located or returned.</p>	<p>The Postnatal Case Notes contain the care received in the hospital and in the community prior to discharge. The Postnatal Notes contain very little clinical data but will have contained the following:</p> <ul style="list-style-type: none"> • Mother's name and address, hospital number • A summary of the baby's birth details • Mother's daily observation sheet • Mother's maternity early warning (MEWS) records • Mother's medication chart • The baby's daily observation sheet
IGI/2853	Marie Curie Cancer Care (London)	12-Jun- 15	6	<p>A staff member left 6 populated direct debit forms with the information point officer at a railway station. The staff member was due to pick up the forms but failed to do so. When the manager was informed and tried to pick up the forms, they could not be found by station staff.</p>	<p>6 populated direct debit forms, containing the name, address, date of birth and bank details of direct debit donors</p>
IGI/2798	NHS Brent CCG	12-Jun- 15	300+	<p>Member of staff unfortunately sent the whole of the CSU payslip run (i.e. all staff who were working during this period - 300+ staff), to the individual's Hotmail account and copied it to a colleague.</p>	<p>Payslip including: Pay/Salary NI Number Employee number</p>
IGI/2657	MANCHESTER MENTAL HEALTH AND SOCIAL CARE TRUST	11-Jun- 15	2 pages	<p>A member of the Trust Primary Care Mental Health Team was on his way back to his place of work after visiting a client at her home when he encountered a problem with his bike. Whilst trying to fix his bike he placed his bag on the floor at the side of him and unfortunately it was stolen. Inside his bag were some notes for the client he had just visited and the staff member's diary - the notes were in a sealed Trust approved bag with the appropriate tag.</p>	<p>Copy of a referral letter from the clients GP; copy of the triage assessment and outcome, which was to refer the client to the Primary Care Mental Health Team. 2 pages worth of data in total.</p>

IGI/2809	SOUTH WEST YORKSHIRE PARTNERSHIP FOUNDATION NHS TRUST	12-Jun-15	Not known	A property developer reported finding a number of medical records to a staff member, who informed their line manager (assistant director) and the information governance officer. Information governance sought advice from legal team and a letter was composed and sent to the property developer on the same date, asking for details of the material found and to make arrangements for Trust to collect said material. Also requested the location of the property. An email and letter was subsequently received from the property developer apparently suggesting it would cost a substantial amount to rescue and deliver the records. At this point he was unwilling to reveal the location of the records. The Trust has written to the developer at his business address and we await a response. At this point, the Trust has no evidence regarding the nature and ownership of these documents. If the records are original NHS records, then they are the property of the Secretary of State for Health and need to be returned forthwith to the Trust, which is the successor organisation to the Trust that the records apparently relate to.	Unknown
IGI/3564	AVON AND WILTSHIRE MENTAL HEALTH PARTNERSHIP NHS TRUST	18-May-15	one patient	Inappropriate access to health records	Personal and sensitive data
IGI/2801	COUNTESS OF CHESTER HOSPITAL NHS FOUNDATION TRUST	12-Jun-15	8775	8775 full inpatient CDS records were inadvertently sent to an unsecure email address. The recipient was entitled to receive the data and a contractual agreement exists between the 2 organisations. Upon realising the error, the sender contacted the recipient and requested that the data is deleted, and confirmation of the deletion be sent to the Trust.	Full inpatient CDS
IGI/2862	GREATER MANCHESTER WEST MENTAL HEALTH NHS FOUNDATION TRUST	12-Jun-15	1	Staff member reviewed detailed clinical information regarding a service user without a legitimate reason. The records that were accessed was the Client record containing demographic information e.g. Name, Address, Dob, and contact details etc.	Demographic data accessed, Progress notes that would contain sensitive personal data relating to diagnosis and medication and

					treatment plans, Seclusion policies. Mental Health Act legal documents. Read entries made by Social Workers.
IGI/2775	ROYAL CORNWALL HOSPITALS NHS TRUST	12-Jun- 15	1	A trans gender patient who was having difficulty with GP services due to having trans gender surgery expressed a wish for their status not to be communicated to their GP. Unfortunately this information was communicated, which has led to a complaint by the patient. This has not only broken DPA legislation but also the Gender Recognition Act 2004. Patient is considering what further action to take.	Trans gender status.
IGI/3065	CBS OOH	12-Jun- 15	2/ Not known	A complaint was received at the location the OOH services is based. The complainant has raised concerns in relation to the telephone conversation with the clinician. We were trying to locate a voice recording to aid the investigation between a family member and a clinician. However, there is no voice recording system in place.	Telephone triage assessment unavailable as no voice recording system in place.
IGI/3290	Public Health England	12-Jun- 15	1 record relating to one employee	Despite being fully aware of the requirements for handling personal data and the potential consequences, the administrator inappropriately accessed the personal mobile phone number of a member of staff from their occupational health referral form, to which they had access in the course of their duties for the purpose of arranging an appointment for them.	Name and phone number: the personal mobile telephone number of a PHE member of staff based in the Emergency Response, part of the UK's critical national infrastructure, and, as such, subject to a higher level of security than other government locations.
IGI/3058	ROYAL CORNWALL HOSPITALS NHS TRUST	12-Jun- 15	11	Patient discharge summary faxed to another Trust as they have had the patient admitted there and required information about treatment provided here. Unfortunately the fax contained information that related to several other patients. There was no need for this information to be shared with the other Trust, this has breached patient confidentiality. The Trust's Safe Haven Policy	Names, dates of birth, local identifiers and clinical information

				which covers the transmission of faxes was not followed.	
IGI/2660	TEES, ESK AND WEAR VALLEYS NHS FOUNDATION TRUST	02-Jun-15	164	Inappropriate access to a patient's electronic records. Staff member had viewed a family member's medical notes. This occurred three times viewing 164 case notes / personal details without any legitimate justification. An audit was performed which detected the inappropriate access.	163 case notes, 1 personal details
IGI/2934	Dr T Madhavan's Practice	12-Jun-15	2	<p>The practice manager disclosed patient sensitive data of two patients to a dismissed employee, the Ex-Business Manager. The latter then used this information to instigate a personal vendetta against her ex-employers by making complaints.</p> <p>Information provided was medical diagnoses, what was written in their consultation with the GP, what medications were issued and when; as well as the exact doses of these medications. This information was provided to her following her dismissal from the surgery.</p>	Patient identifiable NHS data with specific patient clinical information disclosed to a third party.
IGI/2599	PENNINE CARE NHS FOUNDATION TRUST	02-Jun-15	1	Community OT sent to home of elderly lady to complete initial assessment following carer breakdown. Patient condition had deteriorated rapidly and OT tried to contact named Social Worker without success. Searched system for email address and found ASC - Adult Social Care email address to which she sent personal data relating to patient and also PCD of husband and sister attached to email. The email address is a generic global email address and the email was sent to all Council employees.	Assessment report

IGI/2867	WRIGHTINGTON, WIGAN AND LEIGH NHS FOUNDATION TRUST	12-Jun- 15	75	Trust staff forwarded a spreadsheet to a CCG / Trust meeting to discuss system resilience for the wider economy. The spreadsheet was not sent securely using the 'send secure' available option. However the spreadsheet was password protected. The spreadsheet includes the names and NHS numbers of patients. The spreadsheet has been shared at the meeting on three occasions and each occasion contained on average 50 names (as it is a progress report, some of the names are repeated from one weekly summary to the next). There was sensitive information for one patient recorded. (Referral to Alcohol nurse, 'Awaiting Alcohol rehab').	Patient Name NHS number
IGI/2665	Virgin Care Ltd	12-Jun- 15	2	A parent informed the receptionist at a GP Surgery that her child's appointment letter for an appointment with our healthcare staff at the surgery contained sensitive information relating to another individual. The appointment letter was retained by the GP surgery and passed to our healthcare staff that work at the GP surgery. The appointment letter showed the faint print of one page of the minutes from a local authority child protection meeting beneath the details of the child's appointment. The minutes were legible and contained sensitive details about two named individuals within one family.	Data relating to two individuals from the same family. One individual is referred to by title and surname and sensitive data is contained about them. The second individual is identified as the child of the first individual and is identified by their first name. Basic health information about this individual is included.
IGI/2955	Marie Curie Cancer Care (London)	12-Jun- 15	15	When trying to obtain files from a cabinet, a staff member noticed that the cabinet was no longer where it is normally located. The building was searched, including archive and the cabinet was not located. The other filing cabinets were searched for the files contained in the missing cabinet but the files could not be located. This is likely to have happened during the re-location of the team. The cabinets were locked and the key has been obtained.	Referral information for 15 nurses who had been referred to the Nursing and Midwifery Council (NMC). Depending on whether these nurses were being referred to the NMC or DBS (previously ISA) or both, there would be the relevant referral forms.

IGI/3062	BIRMINGHAM AND SOLIHULL MENTAL HEALTH NHS FOUNDATION TRUST	14-May-15	9	A Dr who had left the Trust continued to access the clinical system and Trust premises after leaving the Trust as the termination process had failed. Finance was not notified meaning IT weren't informed to remove system access. The Dr. deliberately attempted to access the system and on realising he could; did so on further occasions.	Full mental health clinical records.
IGI/2530	KENT AND MEDWAY NHS AND SOCIAL CARE PARTNERSHIP TRUST	03-Jun-15	800 approx.	A database, containing patient demographic information and medical information for specific individuals was uploaded to an internet storage site for approximately two weeks. The information was mainly written in computer code but some information was legible. Database was stored on a site which required username and password to access however, information stored on the site was accessible by other individuals who are also members of the site. There is no indication to suggest that other users of the site accessed the database. Location of the site data centres is under investigation.	Demographic information and medical information. Some information was stored in code, some legible. Full details being investigated to determine how much identifiable data was legible.
IGI/2571	BASILDON AND THURROCK UNIVERSITY HOSPITALS NHS FOUNDATION TRUST	02-Jun-15	1	The family had requested their own medical records and the medical records of their son. As part of this document they received 16 pages of information relating to another patient.	16 pages of medical correspondence relating to one patient with high risk prostate cancer. The documentation included appointment attendance outcome correspondence with GPs/other health professionals. The letters included Name, Address, Date of Birth, NHS & Hospital Numbers, Diagnosis, Management, Previous Medical History and proposed management details.

IGI/2572	Midlands & Lancashire Commissioning Support Unit	12-Jun-15	363	<p>An Excel spread sheet called “people tracker” was provided to keep an accurate record of those in the CSU in clinical services to update during consultation. The master people tracker spread sheet has details of 363 individuals, on the advice of the change agent for the consultation the information was broken down into areas to send to the Heads of service. The list was reviewed to make sure that the heads of service had the correct information sent to them.</p> <p>When the information was copied from the master spread sheet and pasted into a new excel spread sheet hidden information in regards to individuals was unhidden and sent on without my knowledge to their heads of service. The hidden fields had information detailing individuals protected characteristics for example; sexual orientation, marriage status, if they had a disability and salary details.</p> <p>Other HR members sent the whole tracker to the change agents for the consultation period as we needed their input to fill out the tracker.</p> <p>The information was sent in the majority nhs.net to nhs.net, however, there were also members of staff included within the distribution list that did not have nhs.net accounts</p>	<p>Staff Information - Names, Job Titles, etc. (Tracking the movement of Clinical Staff whilst in the Management of Change). However, hidden columns were also copied, this information was detailing individuals protected characteristics for example; sexual orientation, marriage status, if they had a disability and salary details.</p>
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IGI/3023	ROYAL CORNWALL HOSPITALS NHS TRUST	12-Jun-15	1	<p>Whilst acting as a receptionist from the Trust's bank resource, an individual accessed patient's records to determine her diagnosis. She then approached the patient's bedside wearing theatre scrubs and introduced herself as a theatre nurse. The patient was offered a private consultation at the staff member's home where she then provided the patient with a supply of T3 tablets (Cytomel - prescription only medication) and Hydrocortisone. This action could have put the patient at significant potential harm.</p> <p>The member of staff therefore :</p> <p>(a) worked beyond the scope of her Kernowflex role and capability as a Receptionist in Theatres. (b) Seriously breached patient confidentiality by abusing her position and inappropriately accessed patient information. (c) Used patient information potentially for her own financial benefit (although not as yet proven). (d) Potentially caused significant harm to the patient.</p>	Patient medical records accessed to determine diagnosis.
IGI/3154	SANDWELL AND WEST BIRMINGHAM HOSPITALS NHS TRUST	02-Jun-15	1	<p>A complaint was received by the Trust from a man. He was notified by the DVLA that they had received a toxicology report about him regarding drugs tests carried out (incidentally it was all negative results). A copy of the report was sent with the complaint. It appeared to have come from the Pathology department. Following immediate enquiries it was believed to have been sent in error to the DVLA Swansea instead of the man's GP. It was placed into the wrong envelope.</p>	NHS patient data regarding results of specific drugs tests carried out including illegal substances (all negative results), patient's full name, DOB, GP address.
IGI/2736	PENNINE CARE NHS FOUNDATION TRUST	12-Jun-15	50 staff 50 patients	<p>Ward diary missing for 2 weeks containing PID from one of the wards.</p>	<p>We have accessed an older diary to establish what kind of information may have been included in the missing diary. This included service user information -</p> <ul style="list-style-type: none"> • Name, • Appointment

					<p>details including mental health review tribunal dates and Section details.</p> <ul style="list-style-type: none"> • Possibly address and sensitive information e.g. GUM clinic. <p>Also staff data including name, home telephone number and mobile numbers.</p>
IGI/2524	5 BOROUGH PARTNERSHIP NHS FOUNDATION TRUST	02-Jun-15	3	One of the Trust's vans was stolen from a hospital site. The van had red transit bags in it containing three sets of patient care records (this is against Trust policy).	Three sets of patient care records: one contained information from 2009; one contained a referral letter only and one was one entire volume. (The records are sealed in red transit bags as per Trust policy. If they are found with the seals unbroken then confidentiality will not have been breached.)
IGI/2668	NHS North Manchester CCG	12-Jun-15	500 to 1000	<p>The CCG offer a self-referral portal via their website This website is not secure i.e. https.</p> <p>As a result referrals and patient data are being entered insecurely on their website.</p> <p>Provider has notified the ICO.</p>	Patient referrals
IGI/2528	PORTSMOUTH HOSPITALS NHS TRUST	12-Jun-15	52	<p>During an unrelated complaint, a relative of an inpatient informed the Trust he had found patient notes open in a public area on the ward (turned out to be handover sheets left in the Relatives' Room where handover meeting was undertaken).</p> <p>The relative had taken a photograph of the papers and claimed to have uploaded them onto his home computer. The relative has since sent the Trust a</p>	Confidential NHS patient data (demographic and clinical) Limited demographic data (e.g. names, dates of birth and hospital number, but not address) and limited clinical information (e.g. current problems, past medical

				hard copy of the photographs and claimed to have deleted all copies that he held. 31 patients' details were recorded on the handover sheets.	history / social details, investigations and plans).
IGI/2502	UNIVERSITY HOSPITAL OF NORTH STAFFORDSHIRE NHS TRUST	12-Jun-15	17,952	<p>Email containing a spreadsheet was accidentally sent to an incorrect email address. It was intended for an internal pharmacy employee, but was sent outside of the Trust to a non-Trust employee's AOL email account.</p> <p>Email contained 12 months of pharmacy transactional data and information held on the spreadsheet referred to 17,952 individual patients.</p>	Pharmacy transactional data, showing full name, NHS number, local identifier (unit number), ward/department drug administered from, and drug name for 17,952 individual patients.
IGI/2861	GREATER MANCHESTER WEST MENTAL HEALTH NHS FOUNDATION TRUST	05-Jun-15	1	Staff member wrongfully accessed the clinical record of a partner, which enable her to access sensitive confidential information on three separate occasions. She accessed the clinical summary that details demographic type information and clinical documents identifying appointments with professionals and clinical risk profile.	The service information accessed was information about forthcoming and previous appointments and a risk assessment document. Demographics; home address etc. and NoK information could also have been gained along with other equality type data.
IGI/3063	NORTH MIDDLESEX UNIVERSITY HOSPITAL NHS TRUST	12-Jun-15	1	Two Registered Nurses disclosed 1 patient's sensitive personal data to an unauthorised individual, who is not employed by the Trust. The incident occurred following a patient attending the Emergency Department seeking treatment. The patient was seen by a nurse (Nurse A), who assessed and treated the patient. It is alleged that Nurse A texted Nurse B the patient's personal data as well as some sensitive personal data. Nurse B is alleged to have sent this information by SMS to the unauthorised individual.	Name, diagnosis, sexual activity, reason for treatment.
IGI/2468	The Surgery Kingstone	12-Jun-15	1	Medical report sent out in handwritten envelope. The envelope contained the correct name, but the address of another of our patients. The envelope was opened by the incorrect recipient and then forwarded to the correct recipient - who subsequently complained to us. Our	Personal Clinical details about recent cancer treatment, and some financial details

				investigation of the incident identified human error as the cause.	
IGI/2477	SHEFFIELD TEACHING HOSPITALS NHS FOUNDATION TRUST	12-Jun-15	14 pages	<p>Patient rang the labour ward to inform them that she had discovered a document relating to another patient with mental health and substance misuse issues.</p> <p>The Trust arranged for the document to be collected the same day and apologised for the mistake. After initially agreeing to hand over the document the patient changed her mind, but said she would hand it over if a Trust Manager from the ante-natal clinic went to her home. The manager went immediately to the home address but the woman would not answer the door. Following internal discussions the police were contacted. The police arrived at the house, but the woman informed them that her partner had removed the document and was not in the house but would return later. The partner subsequently took the document to the local police station and handed it over. He told the police officer that he had made a copy of the record and that he would take it to the local press. The police left this as an open case requiring the Trust input to proceed.</p> <p>The document listed a great deal of highly sensitive information including the whole medical, clinical, social and criminal history. The patient's address was not listed.</p> <p>This information was read and copied by two 3rd parties despite the return of the original. The patient was informed about her records, an apology was made on behalf of the Trust and she was told that a formal investigation was taking place. The patient' mother intends to seek further 'advice'.</p>	The document is an antenatal booking summary which has been generated on another Trust's computer system. It is 14 pages long and contains all clinical data including blood borne virus status, current medication, pregnancy details, medical history, social history (not address) and reference to police and custodial events.

IGI/2855	Bridgewater Community Healthcare NHS Trust	18-May-15	10	Internal emails were included in a pre-appointment pack in error. This contained patient appointment information for other patients.	Internal emails were included in a pre-appointment pack in error. This contained patient appointment information for other patients.
IGI/2508	CLATTERBRIDGE CANCER CENTRE NHS FOUNDATION TRUST	01-Apr-15	1	A member of staff had been logged into a Trust system and left himself logged in whilst away treating a patient. On return to the PC, another patient's details were on the screen. That patient is a member of staff from the Trust. Following being informed of this, IG Manager requested an audit over a two week period to determine whether any staff had accessed the electronic records of the patient who did not have legitimate rights to do so. From first inspection with a Clinical Governance Manager, it would appear that 12 members of staff have accessed this record without legitimate reason to.	A member of staff who is a terminally ill patient has been admitted to the Trust and their electronic patient records have possibly been accessed by members of staff not in connection with that patient's care.
IGI/2540	ISLE OF WIGHT NHS TRUST	12-Jun-15	73	Employee contacted their line manager (the reporter) to inform them of a data breach. On a monthly basis the Long Term Sickness (LTS) report is emailed to colleagues. The report contains personally identifiable data in relation to employees that are on long term sick. The purpose of sharing the report is to enable proactive review of cases to identify if any intervention is need and/or to identify trends which may require some action. The employee used the email system address book to select the recipients. Unfortunately the sender had not noticed that the email system had defaulted to the Global address book. Contained within the Global address book were 2 individuals with the same name (including spelling). One of which was the correct person in Occupational Health. At the time of sending the email containing the report the sender had not realised that there were 2 different individuals with the same name. The report was sent in error and received by a local authority employee through the Global address book. This individual	Report contained identifiers of 73 employees and included management narrative, health information and reporting categories.

				<p>contacted the sender to inform them that they had received the email in error. The standard disclaimer message on email footer in the event that an email was received in error was responded to by the recipient, the sender was notified in accordance with this and the email immediately deleted by the incorrect recipient.</p>	
IGI/2461	NORTHAMPTON GENERAL HOSPITAL NHS TRUST	02-Jun-15	231	<p>A response letter with embedded evidence was sent to the CCG. The embedded evidence was a report on pressure ulcers which had the hospital number, name of patients and the site of the pressure ulcer. The CCG are not entitled to patient level information and the email was sent by a standard NGH email account.</p>	<p>The report had the following details: Ward Month recorded Datix Number/STEIS Number Hospital No/Patient Name Old pressure ulcer (PU's)? New PU's? Site of PU's Comments</p>
IGI/2464	The Bosmere Medical Practice	12-Jun-15	26	<p>Bosmere Medical Practice has been carrying out private medicals for a company for many years. Following the recent termination of this contract we continued to store the handwritten notes relating to these medical examinations for 26 patients. Unfortunately an employee of the surgery decided that these notes should be given to the people concerned as she assumed the people concerned would want them. The information contained within these medical examinations is confidential. It was handed in person by a member of staff. The practice was contacted by a patient. She was greatly concerned that she had been contacted and asked if she wished to have the documents or if she wished them to be confidentially destroyed. Indeed all the people concerned have been contacted in this way.</p> <p>We consider this episode to be a gross breach of confidentiality. We are taking steps to investigate how and why it has occurred. We are taking immediate action to retrieve the medical records and maintain their safe storage within the practice, and have reassured</p>	<p>Demographics Medical History Results of medical examinations and investigations i.e.; blood test, ECG's, Spirometry etc.</p>

				the patient that the records have been stored in a secure office location.	
IGI/2510	BRADFORD TEACHING HOSPITALS NHS FOUNDATION TRUST	11-May-15	1	An unencrypted DVD was found. It is believed that it was left behind by a member of staff following a meeting. The meeting room is kept locked when it is not in use. The DVD relates to a child protection case and contains patient identifiers and a recording of a patient examination.	A DVD containing a recording of a patient examination was found in a Trust meeting room.
IGI/2856	Bridgewater Community Healthcare NHS Trust	18-May-15	1	Discharge summary which was sent to the GP on the diagnosis and treatment of a child was sent to the wrong parent's address.	Full diagnosis and treatment summary
IGI/2550	Central Surgery	12-Jun-15	1500	A report was created in EMIS WEB to collate all email addresses of patients that we had so we could send surgery newsletter. In NHSmail, the email addresses were pasted into the CC field and sent out. This was immediately realised as a mistake, we rang support to see if we could retrieve the email but they said that was impossible. An apology was sent out explaining our mistake and the relevant governing bodies were informed.	Email addresses of patients
IGI/2476	NHS South Worcestershire CCG	12-Jun-15	200	A KPI data sheet was developed. NHS & Framework numbers were included in the data sheet as this is the only way the providers could tally up the patients; the staff member requested that the completed data sheet was sent to them. The staff member did not realise that the NHS numbers were PID until it was identified by another staff member. The information was not shared outside of the CCG; however the information was transported across unsecure email channels.	NHS patient data - NHS Numbers and Framework numbers. No other patient identifiers were included.
IGI/2466	NORTHUMBRIA HEALTHCARE NHS FOUNDATION TRUST	05-Jun-15	1	Complaint from gentleman advising that document from a confidential record was made available to his partner as part of her disciplinary hearing pack which he saw inside his home following her dismissal. This is in relation to an IG SIRI which has previously been escalated.	Sensitive health information relating to physiological therapies.

				Gentleman has advised that it is impossible for this document to have been viewed by his partner as she was already under investigation therefore her access had been suspended.	
IGI/2531	Surrey Social Services Directorate - Adult	12-Jun-15	4	<p>A staff member left their final visit to the client therefore removing the diary of their care to take back to the office for archiving. The staff member left this diary outside the client's building when leaving.</p> <p>The incident involved paper records, the bulk of which referenced a single data subject, but there were three other third parties identified to a lesser extent. It is part of our policy for visits of this nature that the care diary be transported securely via the use of provided black bags only at the start and end of the service. Whilst it was the end of the service, the staff member did not use the black bag and this remained in the car. The staff member was not aware she had left the diary outside the home.</p>	The service user's basic information including name, address, ethnicity, religion etc.; an assessment outlining their social care needs; a support plan detailing support in place; diary inputs from social care staff. Two data subjects are listed by name as family members. There is also a limited reference to sensitive personal data of the only other data subject mentioned.
IGI/2497	GATESHEAD HEALTH NHS FOUNDATION TRUST	13-Apr-15	1	Patient stated that he was called into a meeting by his works department and advised he was to be suspended following information provided by the Trust to his employer advising that he was not attending his appointments. The gentleman had been asked to work weekends and he told his employer that he couldn't as he attended his appointment then. His employer apparently contacted the Trust to confirm this and was advised that the patient has not attended his appointments. He is concerned that the hospital has given his employer confidential information about his care without his consent.	Patient's appointment details and non-attendance at appointments
IGI/2432	SOUTH WEST YORKSHIRE PARTNERSHIP FOUNDATION NHS TRUST	12-Jun-15	1	Service user's electronic record accessed by a member of staff not involved with her care.	Clinical information accessed via trust clinical system.
IGI/2613	SOUTHEND UNIVERSITY HOSPITAL NHS FOUNDATION TRUST	02-Jun-15	up to 50	Patient attended for MRI scan and on arrival at the unit found there was no staff members present. Whilst waiting for a staff member to book them in the patient found a bundle of outgoing letters waiting	Patient clinical letters, containing patient demographic details and limited clinical information

				collection for posting. They also had access to the confidential waste bin which was over full with patient letters containing personal and clinical details.	e.g. appointment date and type.
IGI/2445	NORTHERN LINCOLNSHIRE AND GOOLE NHS FOUNDATION TRUST	05-Jun-15	4	Complainant rang to advise she has received her daughter's letter in the post for results from Consultant Paediatrician but also received an additional 4 other letters to parents for their children's results and clinical information.	NHS patient data, clinical findings and results.
IGI/2526	NHS East and North Hertfordshire CCG	02-Jun-15	Approx. 20	<p>Member of the administration team noticed that her waste paper bin marked "Shred It" had been emptied overnight. It contained prior approval referral forms for approximately 20 patients. Information would have included name, address, GP surgery, Date of Birth, reason for request and background documents which may include some medical history. The manager was immediately informed and Immediate action taken.</p> <p>Checked through clear plastic rubbish bags from the previous evening stored in the shed in the car park but papers were not found. Discussed with reception who reported there was a new member of cleaning staff who may not have been properly instructed about which bins are emptied, no waste paper bins or shred it bags are supposed to be removed. N</p> <p>Note: The IFR, Prior Approval and Choice team work in a separate office that is locked overnight, the cleaners have a key but normally only clean the room and do not empty waste bins. Reception agreed to discuss with cleaning staff when they arrive in the evening.</p>	Demographic details such as Name, NHS Number and date of birth. Details of elective procedures for which prior approval being sought. In some cases related medical history and copies of referral letter to support prior approval claim.
IGI/3736	SALFORD ROYAL HOSPITALS NHS TRUST	02-Jun-15	1	Unauthorised access by 17 staff members to an individual patient's health record. Staff breached policy by accessing records, where not involved in patient pathway.	NHS patient data

IGI/2403	NHS Central Midlands Commissioning Support Unit	12-Jun-15	2976	<p>As a result of a level 2 incident reported by a CCG, we have identified that we have a further CSU level 2 incident (a previous level 2 incident relating to the service has already been reported as data was shared with 22 CCGs via USB sticks).</p> <p>The CCG incident was caused when they shared data which they had received as an attachment to an email from the CSU a week prior to the CSU sending the USB sticks to the CCGs. Therefore this is a separate, second incident whereby PCD was shared with CCGs which pre-dates the incident already reported. The details included NHS number, Name, Address, Date of Birth, Diagnosis, Care Form and GP details.</p>	Provider Patient ID, NHS Number, Surname, Forenames, Address, Patient DOB, Patient Age, Prescriber, Prescriber's Job Title, GP Practice Code, GP Practice Name, HOS Start Date, Last HOOF Date and Clinical Code
IGI/2474	ROYAL NATIONAL ORTHOPAEDIC HOSPITAL NHS TRUST	12-Jun-15	Not known	A company that had lost a laptop at the Trust declared that they had an existing dial up VPN to the Trust PACS system. The Theatre Manager informed the Trust SIRO who stated that they would escalate this breach to the Caldicott Guardian. It also transpired that images from another Trust had also been sent to the Trust PACS for the company to open and view as necessary.	Surname D.O.B. Hospital Number NHS number
IGI/2513	The Myton Hospice	12-Jun-15	19	The wife of a patient who had been discharged from the Hospice contacted the Hospice stating that she had found a nursing handover sheet in the belongings of her husband.	Name, date of birth, age, location within ward, name of consultant, reason for admission, hospice identification number. Diagnosis, present condition, treatment/care planned, mobility status
IGI/2506	Central London Community Healthcare NHS Trust	27-May-15	Approx. 50	Children's A&E slips accidentally forwarded to the wrong borough they had been sent via normal post instead of via recorded delivery. The incorrect borough contacted us and the information was forwarded back to the children's hub.	A&E slips contains children's name, DOB, address and what they were seen for

IGI/2405	THE WHITTINGTON HOSPITAL NHS TRUST	12-Jun-15	36 lines of data	Whittington Health (WH) Occupational Health (OH) are contracted to provide occupational health services to employees. A WH OH Nurse returning to Whittington Hospital after carrying out an OH assessment clinic left her bag on the train. The bag contained the 3 occupational health assessment clinic lists containing details for 36 Staff. WH OH Nurse informed her manager.	The list of 36 staff names includes the following staff data: staff ID; full name; date of birth; personal phone number(s); and limited clinical information (e.g. pregnancy status or sickness status).
IGI/2396	NHS Staffordshire and Lancashire CSU	12-Jun-15	50	CSU contacted and asked to provide an up to date staff list for Wolverhampton CCG for the purpose of organising IG Training. Request sent to different managers before the requested staff list was sent. The staff list received contained too much information. Requested names, job titles and departments, but received all details of staff including name, DOB, NI Number, Spinal Value etc.	name, DOB, NI Number, Spinal Value etc.
IGI/2407	HINCHINGBROOKE HEALTH CARE NHS TRUST	23-Jun-15	29	A handover sheet detailing 29 patients was accidentally sent home in a patient's laundry bag. The Trust was made aware of a potential breach of confidentiality and contact was established immediately with the relatives for the return of a document. The document was returned to the trust. As soon as the Trust was made aware of the potential breach a full investigation into the circumstances surrounding the incident was commenced.	Hand over sheet detailing patients on ward includes Names, DOBs, residential status and brief description of medical conditions etc.
IGI/2353	NHS Stoke on Trent CCG	12-Jun-15	401	An employee at the CCG sent personal identifiable data to a provider and two CSU staff via email NHS domain to NHS domain. The employee was requesting some information on the patients in order to generate a service level report. The employee sent the information request to a provider who is also on the NHS domain and already has access to the information; the reason that they detailed set patients within the data was to assist the provider, so that they only had to go through the patient information contained within the request, not all of the records. (Therefore this information the	NHS numbers, Name, Address's, Date of Birth, Diagnosis, Care Form, & GP details

				provider already has access to). Whilst the provider is on an NHS domain the email was sent to a generic inbox. However in addition to this the employee CC'd two CSU contracting team members to inform them of the request for information. Whilst the process to inform the CSU contracting team is correct, they should only be informed of the request and should not be allowed access to any patient's identifiable data.	
IGI/2374	MID YORKSHIRE HOSPITALS NHS TRUST	12-Jun-15	one	The member of staff sending a fax entered the wrong STD Code for Leeds which caused the fax to be sent to the unsecure location.	One patients referral notes which contained confidential data
IGI/2435	WEST LONDON MENTAL HEALTH NHS TRUST	12-Jun-15	150	<p>A marked Trust 1 (WLMHT) confidential waste sack was removed from a secure office - the office housed a Trust service that was hosted in a different NHS Trust (Trust 2).</p> <p>The team left the office and secured the doors (locking with a key) to do an assessment and 1 individual returned 2 hours later to find the doors open and a domestic (an employee contracted through Trust 2) in the room and left shortly after. When the other member of the team returned and commenced activity, they attempted to dispose of confidential waste in the confidential waste sack but it was not there. The process for removing the confidential waste sack is to contact Trust 1 estates department and they will remove any waste sacks.</p>	Individuals, referral documentation (that contained name, DoB, NHS number/hospital number and mental health assessments. The number estimated by reviewing how many individual referrals the team had received since last confidential waste sack was removed.
IGI/2388	BARKING, HAVERING AND REDBRIDGE HOSPITALS NHS TRUST	12-Jun-15	95	Sensitive PID disclosed to 48 recipients in error, contained in attachment to internal email Details included were; Name, Employee Number, Grade / Band, Role, Gender, Age, Ethnicity, Disability status, Religion, Sexual Orientation, Marital Status concerning 95 employees	Name, Employee Number, Grade / Band, Role, Gender, Age, Ethnicity, Disability status, Religion, Sexual Orientation, Marital Status

IGI/2823	EAST LONDON NHS FOUNDATION TRUST	08-Jun-15	Unknown	<p>The service contacted Estates for a quote for furniture removal. The list sent to Estates did not include 6 PC hard drives as the manager knew and had told the administrator that these were to be taken away by IT in line with Trust Policy. Estates provided a quote from a company used by the Trust to remove light items of furniture. This company is on Oracle and is therefore approved by Finance but has not signed a confidentiality clause. Estates arranged for the furniture company to arrive, giving one hours' notice on a date the manager was not there. The service had not authorised the quote and had not cleared the desk drawers. The list of items to be removed given by the furniture company to the service on their arrival at the Trust did not include the hard drives. The administrator allowed the furniture company to take away the PC hard drives as well as the furniture. The furniture company have advised that all furniture and drives have been crushed but have not issued a destruction certificate. We do not know the type or amount of confidential information lost or the number of individuals affected. The drawers were likely to have contained staff information. The hard drives were attached to the Trust network, had been used by clinical staff and could no longer be accessed - this is the reason for wanting them to be taken away by IT.</p>	<p>The information in the locked desk drawers is likely to be detailed information about staff such as sickness and staff appraisal. The hard drives may contain clinical information as they were used by clinical staff. They were networked PCs so it is likely that confidential information would be stored on the network drives rather than the hard drive</p>
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IGI/2473	ROYAL NATIONAL ORTHOPAEDIC HOSPITAL NHS TRUST	12-Jun-15	71	<p>Representative was using a laptop in theatres coffee room. They were called into theatre and placed the laptop in their bag and placed the bag beneath the chair in the corner of the coffee room. At the end of surgery the representative changed and went home leaving the laptop bag in the coffee room. The representative called the theatre administrator to check and collect the laptop bag to store it safely over the weekend. When the theatre administrator went to collect the laptop the bag was there but the laptop was not.</p> <p>The laptop contained information on about 71 patients from the Trust. The laptop was password protected but not encrypted.</p> <p>Type of information was;</p> <ul style="list-style-type: none"> • Patient Name • Hospital Number or dob • Sex • PACS image • Job code – created by SIW • Surgeon name • Procedure • Operation Date <p>Not all documents contained all of the above information and some did not contain any identifiers.</p>	<p>Type of information was;</p> <ul style="list-style-type: none"> • Patient Name • Hospital Number or dob • Sex • PACS image • Job code – created by SIW • Surgeon name • Procedure • Operation Date <p>Not all documents contained all of the above information and some did not contain any identifiers.</p>
IGI/2675	Sussex Medical Centre	12-Jun-15	163	<p>A manager who was leaving the organisation and was involved in a grievance process emailed corporate documents to her personal, non-organisational, webmail address. One of the documents was a spreadsheet with some NHS numbers, GP practice names and reason for referral.</p> <p>Breach was picked up in routine weekly audit of all organisational email traffic. Reported immediately to a Board member via telephone and access to the email address terminated by way of change of password. Confirmed disconnect from all devices, including remote and mobile with immediate effect by IT Support team. Internal investigation launched and physical access monitored and IT access restricted to non PID and non-organisational documents</p>	<p>Excel spreadsheet used to report activity of dexa scanning to the CCG. Majority of data had been removed except the following fields: Patient NHS number; GP Practice Name; Age; Gender; Assessment Scan date; patient indication for referral.</p>

				only. Member of staff was informed that their access was restricted.	
IGI/2349	The Boundary House Surgery	12-Jun-15	16 pages	Inclusion of name and personal data for a patient in an application for funding approval. Been subsequently informed NHS number (+/- dob if needed) only to be included in applications	Name and address and dob included, thus making patient traceable. Clinical letters to support application also contained similar information. Also the funding request letter was not addressed to an individual or department
IGI/2415	WEST HERTFORDSHIRE HOSPITALS NHS TRUST	21-Apr-15	1	A discharge summary was given in error to another female patient at discharge who was also being treated at the same time. The patient did not realise the mistake until she returned home. The discharge summary contains very sensitive information relating to CAMHS and information relating to previous overdose and self-harm.	Discharge summary - Name, Address, DOB, NHS Number, Clinical Information
IGI/2365	YORKSHIRE AMBULANCE SERVICE NHS TRUST	29-Jun-15	652	<p>This was a report requested by commissioners to evidence care provided under a particular scheme. This was an ad hoc request that was outside normal processes for data provision. It was identified internally following a review of the data quality, and found to contain 2 inappropriate fields.</p> <p>These related to addresses where the patient was conveyed from and a high level description of the chief complaint clinical presentation, an example of which might be 'breathing problems'.</p> <p>The data set was sent on 5 known episodes, with information relating to 122 patients in February, 134 patients in March, 142 patients in May, 140 in July, 114 in July.</p> <p>This was an Excel spread sheet which was password protected and sent through the Trust's email system to another NHS organisation with NHS email, but not NHS.net. The Trust believes the risks in relation to inappropriate use of the data and onward transmission are very low, due to the small number of NHS staff recipients and the password protection in place.</p>	There were 2 fields within the data set that were included inappropriately. These related to addresses where the patient was conveyed from and a high level description of the chief complaint clinical presentation, an example of which might be 'breathing problems'.

IGI/2389	Cambridgeshire Community Services NHS Trust	12-Jun- 15	34 sets of notes	Staff members locked home broken into overnight. Individual concerned had followed CCS NHS Trust procedure and stored her work bag in her home. During the night the house was broken into and her work bag was stolen in addition to other pieces of work equipment and the staff member's car. Two red folders containing service user's notes were in the workbag. The first red folder contained approx. 14 sets of notes and the second approx. 20 sets, all of the notes had more than one piece of patient identifiable data in them.	Patients named, DoB, address, telephone number, NHS number
IGI/2970	NAViGO	12-Jun- 15	1	Reception/Admin staff accessed a client's notes on Silverlink. This client is related to the member of staff. The incident was reported to the Caldicott Guardian and Workforce. A disciplinary investigation has been initiated and the staff member has been suspended from work whilst the investigation takes place. This is still ongoing. Updated. The staff member attended a disciplinary hearing following an investigation and the outcome of this is that she has been dismissed from the organisation.	patient data and notes
IGI/2345	SOUTHEND UNIVERSITY HOSPITAL NHS FOUNDATION TRUST	02-Jun- 15	23	Closed brown folder containing clinic paperwork for 23 patients found on the floor of staff car by a member of administration staff. Folder was handed into the information governance team.	Clinic letters including; Names, Date of Birth, Address, Unit Number, NHS Number, Diagnosis, and Medical History.

IGI/2295	Egton Medical Information Systems Limited	12-Jun-15	Approx. 210000 patients	<p>Extracts obtained from 70 Practices - 55 having withdrawn consent or that did not ever provide consent. The extracts were sent to a company working on behalf of the CSU and subsequently to the CSU which is an Accredited Safe Haven (ASH).</p> <p>The extracts contained detailed demographic data and lists of Read Codes relating to patient treatment.</p>	<p>Unique identifier for patient Forename(s) including middle name(s) of patient Surname of patient Patient's date of birth Gender of the patient Patient's date of death House name and/or flat number Number and street Village Town County Patient's postcode The ethnicity of the patient Read code for ethnicity Type of Patient e.g. regular or emergency Case load status (e.g. Patient has presented, etc.) Organisation patient registered to Organisation's national practice code NH Number Unique patient number within the registering practice Registration start date Registration end date GP patient most frequently sees</p> <p>List of Read Codes relating to the patient treatment.</p>
IGI/2348	Leeds Community Healthcare NHS Trust	12-Jun-15	One data subject - two letters	Two letters were included as part of the response to a Subject Access Request containing sensitive personal data about a third party. The information was retrieved within an hour of the Trust being notified of the error.	NHS patient data
IGI/2581	ROYAL UNITED HOSPITAL BATH NHS TRUST	12-Jun-15	1	Patient was discharged with the incorrect Medical Records. This was discovered by the Community midwife during home visit.	Medical Records

IGI/2269	John Taylor Hospice Community Interest Company	12-Jun- 15	1	<p>A staff member had visited the patient in the community with a set of their notes from the Hospice. The staff member reported she had stopped to buy a sandwich and when she returned to the Hospice, the notes were missing. Notes contained personal information of the patient visited. The staff member telephoned the patient to ask if the notes were at the patient's home, though they weren't found there. The staff member searched work areas and vehicle, but was not able to locate the notes. Reported to the Caldicott Guardian, the patient's GP and notified the patient concerned.</p>	<p>Patient demographic information, next of kin, diagnosis, clinical annotations and the GP surgery information.</p>
IGI/2267	Bedworth Health Centre Three	12-Jun- 15	approx. 300	<p>Without knowledge of the practice, a Practice Nurse had put a bag containing some patient clinic lists, patient's name, DOB, NHS number along with practice protocols etc. in the boot of her car to take home to sort out. Unfortunately her car was broken into during the night and the bag was stolen. The lists included mental health registers and the incident has been reported in the press. The bag was handed into the police promptly by a member of the public which must have reduced the risk of unauthorised disclosure. We are uncertain whether this constitutes "a reduction of severity due to fortunate events" and have therefore not checked the near miss box.</p>	<p>Lists were computer print outs from the computer system that contained patients name, DOB and NHS numbers, at the top of the lists it had a header of for instance "DM 29 negative pts 17+ with diabetes and no foot examination in the last 12months. There were several lists but the same names were duplicated on more than one list.</p>
IGI/2270	SOUTHPORT AND ORMSKIRK HOSPITAL NHS TRUST	12-Jun- 15	13	<p>It is standard practice that following an A&E attendance a discharge letter is sent to the patient's GP informing them of the attendance. The letters are printed and put into envelopes for each practice before being sent by post. A GP surgery will therefore receive multiple letters in an envelope.</p> <p>A patient reported to their GP that they had received a letter from the Hospital with 12 other patient letters.</p> <p>On this occasion the letters were bundled for the GP surgery but sent to a patient's address which was visible through the envelope window.</p>	<p>13 A&E letters. Letters contain clinical information similar to a clinic attendance / ward handover sheet with the exception of one letter which relates to a patient attending A&E with the presenting complaint as suicidal.</p>

IGI/2260	EPSOM AND ST HELIER UNIVERSITY HOSPITALS NHS TRUST	12-Jun- 15	250-300	A Trust operated van was stolen while unattended outside a GP practice where a pickup of pathology samples and post was being made. The police have been informed. 9 GP practices and 1 Hospital collections. A comms plan is being put in place. GPs and Hospital have been informed. At the moment this may involve 250-300 samples with associated documentation. An individual may have had more than one sample.	NHS Patient information
IGI/2316	Parry JE	12-Jun- 15	143	Risk Stratification Data Breach. Data breach in the production of the risk stratification data provided by GEM (Greater East Midlands) for the Avoiding Unplanned Admissions DES. GEM have received patient data extractions direct from the system suppliers (System One) In doing so, the data supplied did not exempt those patients who had opted out of having their information extracted. The Practice have been informed as the Data Controller is responsible for the data breach, even though the Practice permitted the extraction in good faith based upon the Information Sharing Agreement that was signed up to. Information Sharing Agreement revoked following advice. Confirmation that all patient data extracted from our Practice clinical system has been deleted. Patients who have refused consent will be informed by letter as to what has happened, why it has happened and what actions have been taken to ensure it does not happen again.	NHS Patient data

IGI/2263	SHERWOOD FOREST HOSPITALS NHS FOUNDATION TRUST	12-Jun- 15	7	<p>The Trust was contacted by a primary care centre to inform them that one of their letters had been incorrectly addressed to the primary care centre but with the house number of a private residence. Further investigation confirmed that 7 patient clinic letters had been incorrectly sent to the same address. The individual at the address, a house in the same street as the primary care centre, had hand delivered the letters to the Primary care centre. We were only informed by the Primary Care centre on letter 7.</p> <p>The letters were electronically generated by the Trusts Epro system but sent in the Royal Mail because it was an out of area GP. On initial investigation it was found that there were two entries for the GP on the Epro system, one that said correctly:</p> <ul style="list-style-type: none"> • Primary care centre • Name of street • Name of town etc. <p>This correct entry is automatically entered via the national NACS codes</p> <p>The other entry incorrectly said:</p> <ul style="list-style-type: none"> • Primary care centre • Number and name of street • Town etc. <p>The incorrect entry had been generated by a member of staff - when a GP is not listed (new to a practice) the process is for the GP to be entered manually using the postcode. However, the member of staff had entered the correct postcode but picked up the wrong building number.</p>	Name, address, NHS number, clinical details as in a letter to a GP following a clinic attendance
IGI/2452	The Old Vicarage	12-Jun- 15	159	<p>The Practice has been using 'risk stratification' data to complete the Risk Stratification Enhanced Service 2013/14 and the Avoiding Unplanned Admissions Enhanced Service 2014/15. This data has been shared by SystemOne with Greater East Midlands Commissioning Support Unit (GEM CSU) who were commissioned by the Clinical Commissioning Group (CCG) to</p>	NHS number and primary and secondary read coded information

				<p>risk stratify the information. Some patients have chosen not to have their information shared with other NHS organisations, through for instance Summary Care Record, care.data and Risk Stratification. It appears that when the locally undertaken risk stratification programme extracted data the care.data codes were ignored and patients who did not wish to have their information shared, were in fact included.</p> <p>The incident appears to be a widespread problem particularly in Lincolnshire and Leicestershire and is currently being addressed by NHS England.</p> <p>However, we realise that we are responsible for protecting information and data of patients registered with the Practice and must report the breach to the ICO. The breach involving patients registered is not quite as straightforward as noted in the section headed 'summary of the incident'. One hundred and fifty nine (159) patients who had contacted the Practice and indicated that they did not want their records to be included in the care.data extraction had not been coded to that effect. The reason the requests were not coded immediately was because national guidance indicated that the care.data extraction programme had been put back to the autumn. The care.data programme is a totally separate process from risk stratification and the Practice was unaware that care.data codes would have any bearing on the locally initiated risk stratification extraction and patient information would be deemed to be at risk while being stratified by another NHS organisation. In fact there has been a lack of information to both patients and GP Practices regarding care.data and what information has been provided have proved to be complex and confusing.</p>	
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IGI/2310	East Bridgford Med Centre	12-Jun-15	1	The father of a child patient contacted the practice in October 2013 to request a copy his child's medical records. The practice (following advice from the MDU) requested evidence of the father's paternity and on receipt released the full record. The record had included a health visitor's report that in error referenced the mother's mental health. This information is now being used against the mother by the father in a custody hearing.	Clinical data regarding patient's mother that were present in the child's notes. The comments had been written by a health visitor and were in regard to the mother's mental health at the time.
IGI/2273	VOCARE	12-Jun-15	15 max patient info.	<p>Data loss from sealed envelope on car roof from hospital car park:</p> <ol style="list-style-type: none"> 1. Missing leather folder containing 3 forms relating to: <ol style="list-style-type: none"> a) the doctor's car, b) information re-visits made by GP, and c) information re-drug boxes, diagnostic bag and prescription folder reference letter 2. Missing clear zip-fastened plastic wallet containing assorted patient-related material. 	4 patients involved. 3 were referral forms for DVT pathways, inc demographics, treatment and very brief reasons for referral. 5- 10 completed and printed prescriptions in sealed addressed envelope to local community pharmacies. Ad hoc correspondence e.g. time sheets
IGI/2285	Spilsby Surgery	12-Jun-15	2500	We have been advised that GEM CSU acquired an extract from our clinical system (System One) which contained personal confidential data (PCD) for this practice provided to them by our system suppliers TPP (SystemOne) included data that should have been withheld from release. This extract was processed, combined with other data sets and a risk stratification algorithm applied so that cohorts of patients with an allocated risk score can be reported back to us to support our part in the NHS England Unplanned Admissions DES. Data sharing agreements were in place and data transfer specifically excluded those patients that expressed a wish for their data not to be shared. Patients are able to opt out of having their data transferred for this purpose which is recorded by their GP on the clinical system using a READ or CTV code.	Clinical data for those patients that declined to share their clinical record was released. It is assumed that all data from the record was released. However, clarification is being sought from GEM CSU.

IGI/2220	NHS Central Midlands Commissioning Support Unit	12-Jun-15	Anticipated to be in excess of 10,000 (Awaiting Confirmation)	Following a briefing issued by the CSU Information Governance Team, Sandwell and West Birmingham CCG realised that they had been provided with a quantity of PCD that they should not have been party too.	Name Address DoB NHS Number Clinical Information and Diagnosis
IGI/2214	NHS Staffordshire and Lancashire CSU	12-Jun-15	436	The incident was identified when the CCG finance team were contacted by the supplier to chase outstanding payments. It was found that 16 invoices (containing details of 436 patients) had already been approved for payment. A further 4 invoices containing details of 422 patients were found to be in the workflow awaiting approval. It was noted that all the approvals took place between particular dates, therefore prior to the CEfF procedures having been implemented.	All invoices found to contain a combination of the following identifiers: NHS number, Full name, Full address, DOB, Drs name and address, referrer, what the referral was for, referral date, referral location
IGI/2287	BARKING, HAVERING AND REDBRIDGE HOSPITALS NHS TRUST	12-Jun-15	1	<p>A copy of a data subject's health record was accidentally posted to the wrong address in a sealed envelope.</p> <p>The Trust received an application from the data subject for a copy of their medical records in accordance with the subject access request regime.</p> <p>The request was processed by the Access to Health Records team and (following receipt of payment) a copy of the medical record was posted out by a member of the Access to Health Records team. The notes disclosed consisted of 33 pages in total and defined activity dates. The information disclosed included information from Genecology (extracted from the main case file) and that of the data subject and husband's sub fertility file.</p>	NHS Patient Data

IGI/2372	Bristol Community Health	12-Jun-15	10-42	<p>Folder believed to have been taken from the Podiatry admin office, containing patient details.</p> <p>Established that between 10 and 42 patients' details were included in the folder, containing basic information (no case notes). The folder is said to have been clearly labelled with 'Bio Partial Booking'. The folder is used to hold details of patients that have been sent letters inviting them to an appointment. If the patient makes a booking then their information is removed from the folder. Also, if the patient does not respond to the letter within 3 weeks their information is removed from the folder.</p>	NHS patient data (Name, DOB, NHS number, address, telephone number, Gender, Ethnicity, Language spoken, GP details and the teams involved in the patient's care)
IGI/2204	NORTH TEES AND HARTLEPOOL NHS FOUNDATION TRUST	02-Jun-15	1	Letter relating to child A was copied to the parents of B.	Information relating to the clinic attendance of child A was returned to the Trust by parents of child B
IGI/2209	PENNINE ACUTE HOSPITALS NHS TRUST	02-Jun-15	approx. 200	<p>Following a system upgrade previous out of date GP address information was wrongly coded by a system supplier used to populate paper discharge letters to the GP. The address appeared as correct on the system it was only when printed out that some wrong old GP address appeared. Incident came to light when patient letters were returned to the correct NHS primary care practice by a resident at the location where the GP practice was previously located. The patient letters were post-natal discharge summaries and the issue applied to primary care practices that are multi-site and that had previously been located at a different location.</p>	NHS Patient data demographic and clinical information contained in post-natal discharge summaries
IGI/2391	Marie Curie Cancer Care (London)	12-Jun-15	1	The ward administrator faxed a unified patient assessment on instruction of the nurse in charge. Initially the charity's safe haven fax procedure was followed; the intended recipient was telephoned and notified of the fax and that it was a safe haven fax. The fax was initially sent but the number was busy. The administrator rang the recipient to check if the fax had been received, which it had not.	Unified Patient Assessment

				The fax was resent but the incorrect number was input. The policy was not followed on the second occasion; there was no check to verify if the fax had been received and there was no cover sheet to state that the information was confidential.	
IGI/2661	ROYAL UNITED HOSPITAL BATH NHS TRUST	12-Jun-15	1	A patient's wife called the department to notify us of a letter sent to her husband in error relating to another patient.	Clinic outcome letter
IGI/2174	Cambridgeshire Community Services NHS Trust	12-Jun-15	one	<p>During a scheduled vaccination clinic at a special educational needs school a copy of the consent to vaccination form and information sheet was inadvertently sent to the wrong address.</p> <p>The consent form would normally be sent to child health, and copies put into the student's notes and sent home to parents with the child. A compliment slip with the name and address of the relevant student is attached to each consent form and then placed into windowed envelopes to go home with the student. An incorrect compliments slip was attached to the consent form and sent home with the wrong student.</p>	A single consent form with patient identifiable data was sent to the wrong address
IGI/2156	YORKSHIRE AMBULANCE SERVICE NHS TRUST	29-Jun-15	555	Local Care Direct (a sub-contractor to the Trust) sent by email an incorrect data file when confirming their daily Sitrep report to the Business Intelligence Team within YAS. The daily file usually contained statistical data only which was combined with further reports and sent on to the distribution list. The report received from Local Care Direct contained a raw data extract with 555 records relating to patient identifiable data. The file was sent on to the normal distribution list of 155 internal and external recipients. YAS were alerted to the data breach by the Airedale Wharfedale and Craven CCG on the same morning the email was sent. A recall email was sent to request that the data be destroyed. This was followed up with a further email asking for all email holders to contact YAS to confirm the data had been destroyed.	NHS patient data from call centre system; including patient name, DOB, address including post code, Definitive Clinically Assessed Details, Contact comments, pathways final disposition code, telephone consultation comments, prescribed medications.

IGI/2173	NORTH TEES AND HARTLEPOOL NHS FOUNDATION TRUST	02-Jun-15	2	<p>A member of the public rang the Patient Experience Team office to say he had received some meeting notes in the post which were addressed to him and about a meeting that had taken place. The gentleman explained that he had not attended a meeting and the notes were not in relation to the care of his wife.</p> <p>The gentleman explained that the surname was the same and his wife had the same Christian name as the patient referred to in the meeting notes; however his wife had died three years ago.</p>	Complaint response and notes of a meeting to discuss the complaint
IGI/2893	PLYMOUTH HOSPITALS NHS TRUST	03-Jun-15	9	<p>A whole folder containing letters about ten patients were emailed to one of the ten patients (patient A) by a secretary. This error is likely to have occurred in November 2013 but only came to light in July 2014 when patient A notified their Clinician during a follow up appointment in this month. Patient A stated that they had deleted the email but later that day forwarded the email onto their Clinician.</p>	Data details: Sensitive NHS Patient Data, Electronic mail
IGI/2318	Beacon Medical Practice	12-Jun-15	783	<p>PID extracted from the clinical system by GEMCSU - although codes added to stated implicit dissent to data sharing.</p>	NHS number/Hospital attendances/long term conditions
IGI/2294	City Medical Practice	12-Jun-15	36	<p>As part of a risk stratification exercise to identify patients at risk of an Unplanned Admission to Hospital for the Avoiding Unplanned Admissions DES, City Medical Practice signed an Information Sharing Agreement with our Commissioning Support Provider GEM who had been commissioned to provide the risk stratification service by our CCG-Lincolnshire West CCG. A data extraction was performed by GEM on two occasions but it has since transpired that GEM got the data direct from TPP [SystemOne] which meant that patients who had registered dissent at sharing their data were effectively ignored and GEM had unauthorised access to patient data.</p>	Personal and clinical data was accessed for 36 patients who had registered their dissent at sharing their information with an 'outside' agency to the practice. The information was used to risk profile patients in terms of their likelihood to be admitted to hospital. The data would include demographic, clinical and personal data.
IGI/2671	Clayhill Medical Practice	12-Jun-15	20	<p>Patient letters and history of operations lost. Was put in the Tub to go to Clacton on Sea which is picked up by courier from Clacton-all secure. Evidence/information left this end but no one has received the letters/paperwork at</p>	Patients letters and summary and family history evidence

				the other end.	
IGI/2311	Marisco Medical Practice	12-Jun-15	250	<p>Recent communication from GEM CSU has highlighted that there has been a data breach in the production of the Risk Stratification information provided by GEM.</p> <p>It would appear that GEM has received data extractions direct from the system supplier (TPP). In so doing, the data supplied did not exempt those patients who had opted out of having their information extracted in whatever form. As a result a Data Protection Breaches have occurred.</p>	NHS patient data, NHS number, codes that summarise the main points of a patient record such as how many times a patient has been to hospital and how many medicines they are taking
IGI/2420	Newmarket Medical Practice	12-Jun-15	117	<p>The practice signed an ISA with GEMCSU allowing data to be extracted e.g. for the Admissions Avoidance Enhanced Service. This would then be matched with primary care data to provide us with a risk tool.</p> <p>We have a small number of patients who have dissented from this type of use of their records and they are coded as such.</p> <p>We have recently learned that GEMCSU have uploaded data from these patients also.</p> <p>We are one of several practices within the area covered by GEMCSU to be affected.</p>	Patient records access for data by GEMCSU e.g. medical conditions, medication, age
IGI/2427	The Harrowby Lane Surgery	12-Jun-15	69 patients	Data breach in the production of the Risk Stratification information provided by GEMCSU. 69 patients have opted out of having the data extracted but this was provided to GEM by the system supplier.	NHS Patient Data
IGI/2430	The Minster Practice	12-Jun-15	153	Local informatics (GEM CSU) extracted data from clinical system for risk profiling. Failed to exclude patients who have asked for read code for 'Dissent from secondary use of GP patient identifiable data'. Incident affects all GP practices in Lincolnshire and Leicestershire. Data has now been deleted and practice has opted out of further extractions of data.	Demographics and clinical diagnoses

IGI/3029	Waterfront Garden Surgery	12-Jun-15	The letter contained a single sentence about the third party individual	<p>This incident relates to information that our practice released as part of our intention to safeguard a child from a known registered sex offender.</p> <p>The mother and child (a young girl) are registered patients of the practice. The father of the child is not our patient and it is his father (the paternal grandfather) who is the known registered sex offender.</p> <p>The child's mother asked if she could have a copy of the Child or Young Persons Alert (provided to us by the police) to give to her solicitor because the father of the child was trying to get access to his daughter. The father of the child was made aware of the letter, and we can only assume this was via the solicitors. As a result he made a formal complaint to NHS England.</p> <p>This incident has identified the difficulties between our duty to put a child's safety first, and the rights of third party individuals whose identity may need to be disclosed to ensure that child's safety.</p>	We released a single sentence in a letter to the mother's solicitor about a third party who is not a patient at our practice without consent as part of a child safeguarding process
IGI/2301	Welton Family Health Centre	03-Jun-15	approx. 9400	The Practice gave permission via an Information Sharing Agreement that GEMCSU could extract data for the purposes of risk stratification profiling. The ISA explicitly stated that patients that have opted out of having their data shared should be excluded from the profiling, This did not happen. Patients that have opted out of sharing their data have had their data breached.	NHS patient data
IGI/2334	Willingham-by-Stow Surgery	12-Jun-15	not known	GEMCSU have received patient data extractions direct from the system suppliers (Emis and System 1). In doing so the data supplied did not apparently exempt those patients who had opted out of having their information extracted. The practice as the data controller is responsible for this data breach, even though the practice permitted the extraction in good faith based upon the information sharing agreement. Advice has been sought via the LMC and GEM have been notified by the practice that the practice	Patient data has been extracted from patients who have opted out of the information sharing agreement full details not clear.

				<p>does not require any further data extractions to take place. We are checking the read codes for opted out patients to see exactly how many are affected.</p>	
IGI/2170	BROMPTON HOUSE DENTAL PRACTICE	12-Jun-15	approx. 5000	<p>Our Dental Practice was broken into during the early hours and the safe was taken. It contained our dental records back-up tapes, copies of previous month's Denplan Schedules and previous month's NHS schedules.</p> <p>The police were notified on that morning. The back-up tapes were not encrypted; but reassuringly our Exact data cannot be accessed without the Exact software and license. The back-up software is compressed in a particular format so it requires the correct Acronis backup software in order to restore it as well.</p>	<p>Patients Names, Address, Phone Numbers, Medical History, Dental Records, Digital Radiographs</p>
IGI/2142	Sefton Council	12-Jun-15	8 families	<p>Single, double sided A4 sheet folded into eights found on floor of local shopping mall by a foster parent. Paper - a hand over document asking colleagues to cover a team member's responsibilities whilst on annual leave. Contained a number of brief but sensitive information re: Council service users known to Children's Social Care re: visits to be undertaken to children on a Child Protection Plan or contact arrangements for children seeing their parents when they are the care of the Local Authority. Document recovered personally by Foster Carer from another Local Authority and assurance gained no further sharing had taken places since the discovery. Document returned via home visit to Foster Carer by experienced Independent Reviewing Officer within Safeguarding Unit.</p>	<p>A hand-over document with brief but highly sensitive characterisations of 8 families including depression, alcohol use and violence. Full names and addresses.</p>
IGI/2137	UNITED LINCOLNSHIRE HOSPITALS NHS TRUST	04-Jun-15	18	<p>A quantity of patient records (eighteen) was left unattended in a staff car park. The bag was unsecured and had been left accidentally prior to transportation with the staff member, prior to community visits.</p> <p>The staff member was transporting a large number of patient notes (dietetic service). All the records would not fit into one secure</p>	<p>Dietetic Service Patient handwritten records. Details included clinical, demographic and social information, including details of external agency interaction and Family Services in some cases. Some patients</p>

				<p>transportation bag. The records were placed into an open material bag to carry to the staff member's car. This was not placed into the boot of the car for transportation with the other bags containing notes and equipment for visits. Approximately 30 minutes later a further staff member from another service, found the bag. They immediately retrieved the notes and telephoned the Service to inform them of the location. They were then held securely until they could be returned to the Dietetic service the following morning.</p>	<p>were under the age of eighteen.</p>
IGI/2116	UNITED LINCOLNSHIRE HOSPITALS NHS TRUST	04-Jun-15	Not Known	<p>Staff member copied / transported and stored personal and sensitive patient identifiable information on an un-encrypted memory stick for her own use (in support of an internal process i.e. not malicious). Transferred information from memory stick to personal computer system at home address. Police involved - Incident no has been issued to the Trust.</p>	<p>Surgical Lists / Operation Lists - PID includes demographic, surgical information, any transmittable diseases, previous medical history, staff members info re theatre lists etc.</p>
IGI/2115	NHS Chiltern CCG	20-Apr-15	800	<ol style="list-style-type: none"> 1. An anonymous mail was received stating that our Members Website had been accessed through the use of an "admin" user ID with the same password. 2. That same person then told us that we had on that Members website information that included NHS numbers which is deemed of course to be identifiable data. 3. We instantly took the Members Website Down. 4. Have since had written confirmation from Silicon the website provider that this account has now had its password reset. 5. Have removed the attached files from the website (all relate to upload prior to the CCG being live but of course I realise that as it's our site we need to take ownership). 6. We have put the website back on line and reminded all users that passwords should ideally be 8 digits minimum contain Upper/lower and numeric digits and be changed regularly. 	<p>Patient ID No., NHS no., DOB; Age; Admission Method; Clinical description; Practice name; start and end dates of treatment</p>

IGI/2136	The Thornton Practice	12-Jun-15	12	<p>A video recorder used to record consultations for training/professional development purposes was stolen from a consulting room. Once the theft was discovered the incident was reported to the police. Review of CCTV footage has indicated when the theft took place.</p> <p>On the recorder at the time of the theft were sorted recordings of 12 recent consultations.</p> <p>None of the patients is regarded as particularly vulnerable.</p> <p>We are contacting directly all the patients involved.</p> <p>The police have reviewed CCTV footage from the surgery and have identified the culprit. They are currently trying to find him.</p> <p>We are liaising with the CCG and LAT and getting advice on reactive press statement in the event of press interest.</p>	<p>Clinical information disclosed during consultation. Patients clearly identifiable visually on the recording. No names, DOB etc. disclosed</p>
IGI/2154	CAMBRIDGE UNIVERSITY HOSPITALS NHS FOUNDATION TRUST	04-Jun-15	2	<p>2 radiology reports were faxed to a Cambridge Hotel in error. Hotel contacted the Trust and the faxes were collected and disposed of securely.</p>	<p>Radiology reports - paper</p>
IGI/2119	NHS Chiltern CCG	20-Apr-15	2	<p>Three emails sent in error to an organisation in Australia containing personal confidential data relating to two service users.</p> <p>NHS England advised the date that the incident took place. Member of staff had saved an incorrect email address and sent three emails to the erroneous email address over a 10 day period. The email address we understand is located in Australia. No encryption was used to protect the data. Breach of confidentiality and inadequate security utilised.</p>	<p>Name DOB, NHS No; Care Plan clinical details and next of kin and addresses and phone numbers Name and NHS no Care location and commencement date of treatment service agreement</p>

IGI/2145	NORTHAMPTON GENERAL HOSPITAL NHS TRUST	02-Jun- 15	9397	<p>The CCG hold a Serious Incident Assurance Meeting (SIAM) where the Trust presents evidence to demonstrate that the actions from closed Serious Incident investigations have been completed. Following the meeting, the CCG requested that the Trust emailed copies of the completed action plans with embedded evidence. The requested action plans were emailed from the Trust's standard email address to a standard CCG email address.</p> <p>The Trust was informed by the CCG that in one of the action plans was an embedded Excel spreadsheet which contained details of the following patient information:</p> <ul style="list-style-type: none"> • PAS Number • NHS Number • Patient's full name • Date of Birth • Age • Sex • and in very few cases the patient's condition 	NHS patient identifiable data
IGI/2503	UNIVERSITY HOSPITAL OF NORTH STAFFORDSHIRE NHS TRUST	12-Jun- 15	81	<p>Trust transport manager received a call from a local recycling company to inform that imaging films had been found at their recycling plant.</p> <p>Transport team immediately collected the films and secured them. Films were reviewed. It was confirmed they were "copy" films (i.e., not original patient documents) that were being kept for reference by a consultant who left employment at the Trust some time ago.</p> <p>The consultant was contacted. The consultant no longer lives in the UK and was selling the UK property used when working at the Trust. A family member had been organising the emptying of the property. The imaging films had unfortunately become mixed up with the recycling and had therefore been collected and taken to the recycling plant.</p>	A total of 392 imaging films were recovered. 81 of these patients were UHNS paediatric patients - 70 of these had a unit number (local patient identification number) and 11 had a letter/report included. The remaining films were made up of information from three centres within the United Arab Emirates where the consultant had previously worked, and not from UHNS.

IGI/2514	GLENSIDE COUNTRY PRACTICE	12-Jun- 15	116	It would appear that GEM has received data extractions direct from the system supplier. In so doing, the data supplied did not exempt those patients, who had opted out of having their information extracted in whatever form.	The data was extracted by contracted data processors for GEM risk stratification programme. The practice is not sure exactly what data has been extracted so it is difficult to assess the risk factor.
IGI/2114	CAMBRIDGE UNIVERSITY HOSPITALS NHS FOUNDATION TRUST	04-Jun- 15	1	Clinic reception was being used for a governance meeting by clinical staff of trauma and orthopaedics. After which the area returned to a waiting area for patients. Patients came to reception and handed over a set of notes and a blood form that had been left under a chair in the waiting area. Notes were left by a clinician.	Case notes
IGI/2507	STOCKPORT NHS FOUNDATION TRUST	12-Jun- 15	1	<p>Having examined a GUM patient at a sexual health clinic, a letter was drafted by the clinician for the patients GP for a hospital referral. The patient was shown the letter on the screen before it was printed to ensure that they were happy with the content before the information was shared. The patient was fine with the letter. The letter was then printed out on the only printer that was available which the one in the main office was.</p> <p>The clinician then left the patient and went to get the letter from the main office but it was noted the letter was only half printed. On returning to the examination room the letter was shown to the patient and they were asked if they would wait in the waiting area while someone fixed the printer cartridge. The patient was informed that the HCA would bring the letter to them once it was ready. The clinician then saw the next patient.</p> <p>During the clinical examination with the next patient the clinician's phone rang informing that the reprinted referral letter had been potentially been given to the wrong patient.</p>	Patient's name, address, date of birth, GP name/address, details of the patient's condition and the need for referral for acute intervention.

IGI/2088	The Manor Practice	12-Jun-15	1	<p>A request for copies of patient notes was made by an Insurance Company. The Lloyd George record could not be located at either the Branch surgery or the Main surgery despite a search through 15000+ sets of records.</p> <p>A search was completed when it was clear the record could not be found. We do hold a full computer record for the patient and this was copied and sent to the Insurance Company who did accept this. The patient is understandably upset with this account of events and the loss of her data. We will maintain vigilance in locating this paper copy. We have never had an incident of this nature before in the practice but I am aware that this has happened in other practices in previous years.</p>	Paper record from Birth until 2004 when record was summarised and transferred to computer
IGI/2085	Tunstall Healthcare UK Ltd	12-Jun-15	130+	<p>Unencrypted works laptop stolen from vehicle parked in Nottingham during early evening. Reported to Police and Information Governance within Tunstall. Initial investigations have identified at least 130 employees whose personal data (mostly date of birth) in employee spreadsheets was on the laptop hard drive as well as a small number where other information (including National Insurance number, salary details and private addresses) was also present. Laptop was not encrypted, a proposal to ensure all Tunstall UK laptops are encrypted is due to be reviewed and approved at Tunstall UK IG/IS Board with roll-out to follow in the next 3 months.</p>	<p>From initial investigations at least 130 employees whose personal data (mostly date of birth) in employee spreadsheets was on the laptop hard drive as well as a small number where other information (including National Insurance number, salary details and private addresses) was also present. Further more comprehensive forensics analysis being planned to ensure that complete list of all individuals potentially affected is drawn up ASAP.</p>
IGI/2113	CAMBRIDGE UNIVERSITY HOSPITALS NHS FOUNDATION TRUST	04-Jun-15	30	<p>Patient and relative in treatment room on ward, carrying out patient's treatment. Relative found a medical handover sheet with patients names and details on, included patient's details on there and also that there was a patient on the ward that the patient shouldn't mix with due to bugs that could be shared between them.</p>	Handover sheet

				Relative quite concerned by this and they had found this with patient's details on. Relative handed the handover sheet to staff nurse who then handed it over to the ward manager and explained what relative had found.	
IGI/2040	BRADFORD TEACHING HOSPITALS NHS FOUNDATION TRUST	11-May-15	8	We have been contacted by the Telegraph & Argus newspaper after a man walking his dog found a ward handover sheet on the ground. The names and treatment details of 8 paediatric patients are clearly visible on this sheet. An investigation is underway.	The ward handover sheet contained the names and treatment details of 8 children (age range 3 days to 15 years).
IGI/2107	DEVON, CORNWALL AND ISLES OF SCILLY AREA TEAM	12-Jun-15	41	<p>An email containing the Violent Patient Scheme current patient list and a notification of 5 patients removed from the Scheme was sent to Practice Managers and other contact groups, but incorrectly sent to our 'other bulletin recipients group' which includes CCG staff, a contact in Cornwall Public Health, Area Team staff members, other GP Practice member contacts, and a contact in the Public Health Team, Torquay, who all receive the weekly GP Practice Bulletin.</p> <p>The email was also correctly sent to all GP Practice Managers in Devon, Cornwall and the Isles of Scilly</p>	The email was marked 'Private and Confidential – Patient Identifiable Information – Violent Patient Scheme update' in the subject heading and the text of the email did not contain any patient identifiable information. The attachments comprised of the current patient list which included patient's dates of birth, the date they were placed on the Scheme, the patient's NHS numbers and the practice undertaking their care; the patient notification included the same information but also includes the patient's address.
IGI/2166	PARTNERSHIP COMMISSIONING UNIT	03-Jun-15	2 files	<p>2 patients' files lost in a supermarket carpark. These were recovered within the same afternoon of loss.</p> <p>A new agency member of staff due to visit patients was carrying patient files on back seat of car. Visited the supermarket on way home and files slipped from back seat whilst loading shopping. No lockable bag had been issued and further enquiries are being made as to whether appropriate IG</p>	The files contained both Demographic and Clinical details of the patients in relation to their continuing care requirements

				training had been given, including instruction on carrying files in the boot of the car.	
IGI/3349	AIREDALE NHS TRUST	08-Jun-15	1	<p>On 16 June 2014 the Trust was contacted by the Ministry of Defence and informed that some of the pages of a casualty report that had been sent to them in relating to a deceased patient (patient A), had included copies of pages of a casualty report relating to another patient (patient B). They, in turn, had passed these documents on to Patient A's widow.</p> <p>Patient A's widow brought it to the attention of the Ministry of Defence – no adverse effect</p> <p>The information regarding the casualty visit of Patient B was available to the Ministry of Defence and Patient A's widow – both parties confirming verbally that it had not been read. Following the investigation it was proposed that a letter be sent to Patient B regarding the disclosure having first checked with the patients GP.</p>	NHS Patient Data
IGI/2056	Cambridgeshire Community Services NHS Trust	12-Jun-15	2	Call received by a member of CCS staff, from the Constabulary to inform us that a member of the general public had handed in 5 files with the CCS logo. One set of notes contained patient records and patient identifiable information, related to two children.	5 files, one containing patient information/notes relating to two children
IGI/2059	Cambridgeshire Community Services NHS Trust	12-Jun-15	350	A member of staff was recording visits in their diary; they then had to leave the office to attend another visit. They believe that they left the diary in the office and it is now missing. The diary contained approximately 380 patients 1st initial, surname, address and reason for visit e.g. Diabetic assessment. We do not believe the diary to have been left in the public domain however we cannot confirm this for certain.	Staff diary
IGI/2659	ROYAL UNITED HOSPITAL BATH NHS TRUST	12-Jun-15	1	At end of a home visit the Mum gave me an outpatient letter for another family she had received which was in the envelope addressed to her with her own baby's clinic letter in.	Clinic outcome letter

IGI/2539	Barts Health NHS Trust	08-May-15	5,000	<p>A member of staff tried to use one of the standard e-HR forms (accessible via the Trust intranet) to adjust their home address. The staff member received an error message and when they clicked on the 'back' option they were redirected to a restricted HR folder on SharePoint that contained completed HR related forms for circa 5000 staff. The staff member contacted HR who in turn contacted Information Governance and Information Communication Technology (ICT) and the issue was believed to have been resolved.</p> <p>The following week, the same member of staff contacted HR to report that the issue had recurred.</p> <p>This incident did not result in any patient harm. The nature of the information that this staff member (and probably others) has access to varies in sensitivity and should only have been accessible by HR staff with access rights to the folder. Following the second incident, the e-HR system was disabled and a paper based system was implemented until the Trust had assurance that the issue had been resolved.</p>	The information contained names of staff, addresses, reason why they left the Trust (only a portion of the records were of leavers).
IGI/2033	SOUTHEND UNIVERSITY HOSPITAL NHS FOUNDATION TRUST	02-Jun-15	19	<p>Doctor's 'take/ward' list was retrieved by a member of the public at a railway station.</p> <p>Doctors are informed that once the take list has been used for the day it must be disposed of in the correct confidential way.</p>	patient information
IGI/2112	CAMBRIDGE UNIVERSITY HOSPITALS NHS FOUNDATION TRUST	04-Jun-15	1	Baby notes taken home by another patient. Reported to me that patient picked them off the floor. Other patient called to say that she would bring them back to the hospital.	Baby notes
IGI/2017	SHERWOOD FOREST HOSPITALS NHS FOUNDATION TRUST	12-Jun-15	23	A ward handover sheet, containing clinical details for 23 patients was found by a member of staff in the normal rubbish bin instead of the confidential waste bin. The bin was in a public area. Risk of members of the public finding information.	NHS patient data, name, age, current medical complaint,

IGI/2106	Wilson Practice	12-Jun-15	1	<p>Patient A called in to practice to collect MATB1 form. Receptionist handed patient an envelope with her name on it without asking for any additional information to confirm identity (there was nothing else on the envelope). Patient A took envelope and realised that it was a form regarding a referral for a termination of pregnancy, intended for another patient (Patient B) with the same name. Patient A returned envelope to reception explaining it was not intended for her. Receptionist apologised and asked patient to call back later in the week.</p>	<p>NHS Patient data - single form BPAS referral form. Viewed by third party and returned to practice</p>
IGI/2180	UNIVERSITY HOSPITALS OF LEICESTER NHS TRUST	12-Jun-15	1000	<ul style="list-style-type: none"> • 7th June 2014: Ward 25 LRI Black-book went missing. • 18th June 2014: Ward 26 LRI Black-book went missing. • 7th July 2014: Ward 38 LRI Black-book went missing. <p>Due to the amount of times that a black-book has gone missing in the same area (LRI), it has to be assumed that they were stolen.</p> <p>Approximately 1000 individual records of patient data were within the 3 black-books in total.</p> <p>Ward black-books contain personal information such as, full name, address, DOB, NOK details, religion and hospital number. They are kept on each ward to act as a physical log of patient flow for the ward which assists with queries from staff and family members of patients.</p> <p>After the first incident on ward 25 it was assumed that the black-book was just misplaced somewhere on the ward, however when the second incident occurred on ward 26 it was then reported to the Privacy Unit.</p>	<p>NHS patient data: Full name, DOB, address, NOK details, religion and hospital number</p>
IGI/3565	AVON AND WILTSHIRE MENTAL HEALTH PARTNERSHIP NHS TRUST	18-May-15	5	<p>Disclosure of personally identifiable information RCA's did not have identifiers removed - emailed.</p> <p>Tried to recall email, requested that recipient does not read email. Recipient confirmed they had not read emails and confirmed they had permanently deleted them.</p>	<p>personal and sensitive</p>

IGI/2006	Coastal Medical Group	12-Jun-15	1	<p>Our Practice is based in a Primary Care Centre and we share our reception desk with another Practice. One of our two reception staff left her PC unattended and went into the back office. She did not lock the PC although this is part of our IT security policy. The other receptionist was sat at her PC dealing with patients. Whilst the PC was unattended a member of staff from the other Practice sat down at the unattended PC and proceeded to look at a particular patient's consultations.</p> <p>Statements taken from staff members. Plan to inform data subject. Audit electronic records of patient to see exactly what data was accessed. Review IT Security & Confidentiality policies and re-circulate to staff. Hold Significant Event Review to look at the issues, how it happened, what the Practice IT Security Policy is, whether it was followed on this occasion, whether any changes need to be made and what steps can be taken to prevent this happening again in the future.</p> <p>Senior Partner of other Practice informed and assurance sought that this will be taken seriously and dealt with appropriately.</p>	NHS patient data
IGI/2008	BASILDON AND THURROCK UNIVERSITY HOSPITALS NHS FOUNDATION TRUST	04-Jun-15	22	<p>A patient handover sheet containing details of 22 patients found in the stairwell of the main car park by a member of Trust staff.</p> <p>The patient handover sheet contains Name, Date of Birth, Age, Gender, NHS & Hospital Numbers, brief details of Problem/Diagnosis, Investigation/Plan for 22 patients.</p>	The patient handover sheet contains Name, Date of Birth, Age, Gender, NHS & Hospital Numbers, brief details of Problem/Diagnosis , Investigation/Plan for 22 patients.
IGI/2031	Captain French Surgery	12-Jun-15	1	<p>GP wrote medical report and asked for patient to be allowed to see the report BEFORE despatch. Secretary sent report to employer without patient seeing it. Secretary sent report not marked "private and confidential" or "addressee only" so was opened by the Receptionist of the patient's employment.</p>	Sensitive patient data

IGI/1979	GREATER MANCHESTER WEST MENTAL HEALTH NHS FOUNDATION TRUST	05-Jun-15	2	Ex-client contacted the service to make a complaint with regard to a letter, intended for them that had been addressed incorrectly. A neighbour had received this and had mistakenly opened the letter. The incorrect house number had been typed into the address. Ex-client expressed their upset, devastation and shame about the incident as their neighbour is now aware of personal and sensitive information.	NHS Patient Data, Address, DOB, NHS number, How many Sessions, Psychological difficulties, mentions self-harm, mentions benefit from further therapy in future, recommendation about psychological therapy, advice on attending A&E if having suicidal tendencies.
IGI/2300	Munro Medical Centre	12-Jun-15	200	Data extraction from our clinical system included data of patients that had specifically requested for their information not to be used. All patients that request their information is not extracted are recorded on the clinical system using Read codes. These should then be excluded from data extractions. Information on all patients including those that should have been excluded was extracted on 2 occasions. The practice was notified of this breach. Data included patients NHS numbers, ages, instances of hospital attendance and medical conditions.	NHS patient data
IGI/2293	Nettleham Medical Practice	12-Jun-15	169	All patient data was extracted from the practice's clinical system for the purpose of risk stratification by GEMCSU. Those patients who had dissented from their data being sent to a third party should not have been included in the extraction but they were.	patient identifiable data - demographics and clinical data
IGI/2298	Swineshead Surgery	12-Jun-15	365	The practice has signed an Information Sharing Agreement with GEMCSU to allow extraction of patient data for risk profiling purposes to inform work for the Admission Avoidance ES. The ISA specifically states (para 3.5) 'The extraction will exclude patients the practice has identified who have objected to the use of their information'. The data is extracted from the practice via the system supplier TPP. The practice was notified that the clinical system suppliers had not been excluding those patients who had	Patient identifiable information from the practice clinical system

				stated a wish to have their information excluded from such extractions.	
IGI/2243	NHS Bassetlaw CCG	01-Apr-15	2	<p>A member of the CCG staff left some patient identifiable data in paper format at a local train station in a bag following a patient meeting. The bag was retrieved with all the contents intact by another member of staff following a telephone call.</p> <p>Realised had left papers on the station, rang CCG manager and googled the details of the station. Rang staff at the station and asked the staff to retrieve. The staff returned the call to say the bag was being kept safe. Bag collected by another member of staff and stored safely until it was retrieved.</p>	Each patient file was 11 pages long and contained, NHS number, Name, DOB, Address and Community care assessment. There were 2 patient files in the bag
IGI/2178	Cambridgeshire Community Services NHS Trust	12-Jun-15	Less than 90 people affected directly	<p>Locked vehicle parked on driveway overnight, vehicle broken into, diary, Tough Book, VPN token, Smart Card and ID badge stolen. The diary contained either forename or surname, but not both, of patients and post codes but no house numbers or telephone numbers. Reporter was distracted by crying child so did not remove diary & ID from car boot as is her usual practice. Theft was discovered and reported to police & line manager informed. Police attended but forensic evidence was not taken as there had been heavy rain overnight which rendered any evidence unusable. This incident is being taken through the SI route and the reporter is subject to a formal process via the Trust Disciplinary Policy.</p>	Forename or surname, not both and post code but no house number. Whilst there were more than 100 entries in the diary it is estimated that less than 90 different individuals were 'identified'. Information lost is less than that detailed in a telephone book.
IGI/1977	ROYAL UNITED HOSPITAL BATH NHS TRUST	12-Jun-15	2	<p>Two babies were discharged on the same day, and at the same time, were given each other's discharge summary letters. The information was printed from an existing IT system that is secure. The discharge summary holds the following personal identifiable information for the Mother and the baby, address, telephone number, marital status, NHS number, MRN number, medication and treatment received. Patient 1's Health Visitor telephoned to say that she had received the wrong letter. The Trust is investigating how this</p>	NHS Patient Data

				incident occurred, why and under what circumstances. The risk is that personal identifiable information may have been shared inappropriately.	
IGI/1933	Bedfont Surgery	12-Jun-15	16	<p>Paperwork and laptop stolen from GP's locked car. Data includes patient identifiable information</p> <p>Information stolen includes</p> <ul style="list-style-type: none"> - CSU provided laptop (password protected) with access to SystemOne remote login set-up (but database not saved locally). Other clinical reports on laptop - we do not believe there is Patient Identifiable Information on the laptop. - Blank handwritten prescription pads (FP10) - pre-stamped with surgery details (approximately 10 scripts) - Details patient records for three patients (including recent hospital admission details, medication records and past medical history) - Nursing home visit (13 patients) list including name, date of birth and reason for nursing home visit. - Other clinical meeting documentation including minutes, agenda, incident log, risk register, and complaints log. Complaints log contains complainant's initial and last name and nature of complaint (including very limited clinical information). 	<p>Information stolen includes</p> <ul style="list-style-type: none"> - CSU provided laptop (password protected) with access to SystemOne remote login set-up (but database not saved locally). Other clinical reports on laptop - we do not believe there is Patient Identifiable Information on the laptop. - Blank handwritten prescription pads (FP10) - pre-stamped with surgery details (approximately 10 scripts) - Details patient records for three patients (including recent hospital admission details, medication records and past medical history) - Nursing home visit (13 patients) list including name, date of birth and reason for nursing home visit. - Other clinical meeting documentation including minutes, agenda, incident log, risk register, and complaints log. Complaints log contains complainant's initial and last name and nature of complaint (including very limited clinical information).

IGI/1982	CAMBRIDGE UNIVERSITY HOSPITALS NHS FOUNDATION TRUST	04-Jun- 15	9	A patient received a discharge summary sheet with another patient's information. Discharge summary sheet handed back to the Trust by the patient. Incident fully investigated.	Details of 9 patients recorded on the back of a discharge summary sheet, included names and diagnosis
IGI/1944	West Street Surgery	12-Jun- 15	1	Secretary was working on two separate patient referrals. The referrals got mixed up in the process and got sent to the incorrect providers.	Highly confidential clinical information regarding the health of the patient.
IGI/2020	Dr D M Andrews' Practice	12-Jun- 15	5000 +	<p>The practice was alerted to a potential information governance breach. Practice was trying to locate business critical files on a member of staff's PC as this staff member was currently on long term sick leave. Whilst trying to locate the files the practice uncovered various folders stored on the individual user's personal drive and were backed up to the server. The documents were pertaining to the member of staff's previous employment and included:</p> <ul style="list-style-type: none"> • Various staff appraisal documents including audio recordings of appraisal meetings, staff contracts of employment, personal references, and written warnings relating to breach of confidentiality. • Recruitment documents containing PCD. • PMHT Referral letters. • 1 Sub folder contained 4 excel documents - hypnotic baseline data contained PCD for 211 patients. • The other three documents contained PCD for 1043 patients. • Three incident reports and ten significant event analysis reports. • Sub folder contained specimen signatures of the GP Partners at previous employment. • Sub folder contained 11 spread sheets relating to palliative care register containing PCD. • Obesity audit spread sheet containing PCD for 37 patients and another for 57. 	NHS patient data, staff data and business sensitive data.

				<ul style="list-style-type: none"> • 1 Folder contained commercial sensitive information from the previous employment. • 1 File contained spread sheet with 1657 patient details including PCD. • Second document contained 816 patients and a third was a diabetic register listing 224 patient details. <p>There is a substantial amount of data on the individual's profile which should be under the control of the former employment. The practice has current information governance policies and procedures in place however the individual has not followed the principles of confidentiality. It is not clear why the individual transferred this confidential/sensitive data from his previous employment. It is thought that the individual may have transferred all of the data to a USB device and this is currently being looked at as part of the investigation. Overall, there is a significant amount of patient/staff data relating to the individual's previous employment that has been stored on the current employer's computer system.</p>	
IGI/1983	CAMBRIDGE UNIVERSITY HOSPITALS NHS FOUNDATION TRUST	04-Jun-15	1	Patient received another patient's discharge letter - handed back to the trust and correct letter issued.	Discharge summary for incorrect patient
IGI/1970	NHS NORTH YORKSHIRE AND HUMBER COMMISSIONING SUPPORT UNIT	12-Jun-15	111	<p>A request for sickness absence data for several CCGs was received from NHS England. The information was forwarded to NHS England but the information had not been anonymised so the names of CCG staff were still included.</p> <p>As NHS England do not have access to the ESR Data Warehouse (which is the repository for anonymised NHS data). When they request information from CCG's the information is collated and anonymised (to delete any personally identifiable data) and then returned through the secure NHS net link to NHS England. However on this occasion the information was not cleansed (i.e.</p>	<p>Data fields included in spreadsheet includes:- Last Name First Name Title Assignment Number Staff Group Occupation Code Role Grade Organisation Employee Assignment Category Absence Reason Level 2 Sickness Reason Surgery Related Absence Type</p>

				<p>personally identifiable information was not removed). NHS England then forwarded the summary information on to the appropriate CCG's (who provided the information in the first instance). They have accepted that this was an error and should not have occurred, they have also recalled the files, requested that the CCG's delete the originals and substituted these with 'cleansed' information.</p>	<p>Primary Assignment First Day Absent Absence Start Date Absence End Date Calendar Days Lost Working Days Lost Sessions Lost Hours Lost FTE FTE Days Lost No Of Episodes Predicted Fitness Date Work Related Third Party Leave Hours Leave Date Return To Work Discussion Date Occ Health Referral Date Assessment Date DH Monitoring Prorated</p>
IGI/1903	BASILDON AND THURROCK UNIVERSITY HOSPITALS NHS FOUNDATION TRUST	08-Jun-15	1	<p>Patient attended for his phase 3 cardiac rehabilitation programme following PPCI in the Cardiothoracic Centre (CTC) cath lab.</p> <p>On their return visit, the patient advised the nursing team that he had received a phone call from the local Echo newspaper stating that they had received some correspondence from the hospital in relation to him. Patient was unsure what this item was. They advised the patient they would forward the item to him so he could request the Trust to investigate further. The patient had this original request form with him sent direct to him by the Echo newspaper at a recent appointment. This document was an Echocardiogram request form for one data subject containing Name, Hospital & NHS Number, Date of Birth, Address, Telephone Number and basic details of clinical detail concerning the test to be carried out.</p>	<p>Echocardiogram request form for one data subject containing Name, Hospital & NHS Number, Date of Birth, Address, Telephone Number and basic details of clinical detail concerning the test to be carried out.</p>

IGI/1883	Courtside Surgery	12-Jun-15	1	During a telephone conversation a patient requested a copy of a referral letter and prior approval funding application form completed by a GP to be sent to him by email. Email address was given in format @firstname.surname.year of birth@gmail.com. When the confidential email was sent out the address was mistyped and email sent to firstname.surname@gmail.com which was the wrong email address. When the mistake was discovered another email was sent to the erroneous address asking the recipient to delete the email and confirm that this action had been taken. No reply was received. The patient concerned has been sent an apology.	Patient clinical record concerning one referral letter to secondary care and a completed prior approval funding application for treatment.
IGI/1922	CAMBRIDGE UNIVERSITY HOSPITALS NHS FOUNDATION TRUST	04-Jun-15	2 patients affected	A telephone call was received from the patient who informed us that he had received an incorrect clinical correspondence letter meant for a different patient. The patient has now received the correct original letter from the other patient in the post	Clinical letter
IGI/1900	NORTHUMBRIA HEALTHCARE NHS FOUNDATION TRUST	05-Jun-15	1	Gentleman initially informed the Trust that he was receiving faxes containing patient details. This was investigated and actions put in place to prevent this. Gentleman has contacted the Trust two months later after receiving further fax containing patient details. Faxes are being received from several departments / wards.	Section 2 & 5 paperwork sent to Social Services
IGI/1837	NORTHUMBRIA HEALTHCARE NHS FOUNDATION TRUST	05-Jun-15	1	Informed that a member of staff within the Psychological Therapies Service has inappropriately been accessing the records of her boyfriend who is a current client of the service. Audit trail highlights this has taken place on a number of occasions.	Full Psychological Therapy record.

IGI/1904	Springhead Medical Centre	12-Jun-15	14,800	<p>Encrypted tape of practice clinical records data 14,800 patients was collected by the INPS courier from the practice however it was not received by INPS.</p> <p>INPS TAPE TIMELINE Advised that a courier would be sent to collect the encrypted tape. Carrier collects tape – receipt left with consignment number– email sent asking for confirmation tape sent – along with City Link consignment number. Email received by practice confirming that tape has not arrived at their depot. Email from practice to carrier describing package, confirming the package had a “Return Unopened to Springhead Medical” sticker on including our full postal address email from carrier confirming the issue has been raised to management level including interview of drivers. Email sent asking for another tape to be sent via Post Office Special delivery. Phone call from carrier apologising for the loss of the tape. Second tape sent via Post Office Special Delivery. Email received confirming receipt of second tape.</p>	Data encrypted therefore not accessible
IGI/2201	Alder Hey Childrens NHS Foundation Trust	12-Jun-15	4	<p>A parent of an Alder Hey patient telephoned to inform the hospital that she had received a letter which stated her child's demographic details but the clinical content of the letter, which contained a summary of the patient's clinical history, related to another child. This letter had also been copied to 3 organisations. One of which would not have received this communication. Both children share the same name.</p>	NHS Patient Data - Clinical information in relation to patient shared inappropriately. Both parents and sibling forename also shared.
IGI/3748	DEVON PARTNERSHIP NHS TRUST	04-Jun-15	1 individual	<p>Member of staff accessed their own records on one occasion.</p>	Records of individual's own care
IGI/1834	Provide (CIC)	08-May-15	Not Known	<p>School Staff Nurse has had sensitive patient identifiable information (paper copies) at home since when she went off sick.</p> <p>Sensitive information from electronic patient records was printed out and taken home by staff member on becoming unfit to work. Staff member had retained</p>	Printouts of a Social care referral, DV reports A&E attendances

				them in her home and failed to return the documents to the office or hand them over to her manager as incomplete work to be reallocated to another staff member. Staff member had not informed her line manager that she had taken this home or sought approval from clinical lead as per organisational policy.	
IGI/1781	SOUTH CENTRAL AMBULANCE SERVICE NHS TRUST	04-Jun- 15	Over 2,500	Trust Equality & Diversity Manager contacted by ICO advising that a breach had been reported, suggesting it was related to Trust server access being compromised. Investigation found it to be a single Excel work book uploaded to the Trust Web Site which should have contained graphic representation of E&D breakdowns (public document) - unfortunately Raw Data worksheet had not been removed and could be accessed. Data fields included : Directorate; Organisation; HR Organisation; Site Name; Employee Category (full or part time etc.); ESR number; Title; Initials; Surname; Position/Title; FTE; Assignment Category (perm/temp etc.); Assignment status (acting up etc.); AfC Band; Nationality; Marital status; Age; Age group; Gender; Ethnic Code; Ethnic Origin; Disabled; Religious belief; Sexual orientation.	HR file detailing the following fields - Directorate; Organisation; HR Organisation; Site Name; Employee Category (full or part time etc.); ESR number; Title; Initials; Surname; Position/Title; FTE; Assignment Category (perm/temp etc.); Assignment status (acting up etc.); AfC Band; Nationality; Marital status; Age; Age group; Gender; Ethnic Code; Ethnic Origin; Disabled; Religious belief; Sexual orientation
IGI/1988	UNIVERSITY HOSPITAL OF NORTH STAFFORDSHIRE NHS TRUST	12-Jun- 15	1000	Two portable diagnostic machines are missing from the neuro-physiology department. The incident took place over a Bank Holiday weekend The diagnostic machines were attached to scanning equipment and were used to record results of clinical diagnostic tests. Information was stored on the machines themselves. Limited information is available on the machines when they are not attached to Trust specialist software and base units.	First names, surnames, hospital unit numbers, and dates of birth for over 1000 patients are stored on the machines. The machines are used to perform nerve conduction studies and as a result waveform from such tests is also stored on the machines. No reports are stored. The waveform by itself will provide no identifiable information if accessed. No addresses or

					<p>sensitive medical information was stored on the machines. Give this, after review it was decided not to inform patients of the incident.</p> <p>The machines were not owned by the Trust, but were provided by a third party company in order to use the diagnostic machinery they also provided to the Trust.</p>
IGI/2054	BASILDON AND THURROCK UNIVERSITY HOSPITALS NHS FOUNDATION TRUST	04-Jun-15	1	A copy of one patient's episode of care from their medical records was sent to the incorrect address of the same Insurer that was provided by the Insurance Company (sent to the London branch, instead of their local office). However, it transpires that the copies of the care episode were not sent via Recorded/Special Delivery and therefore could not be tracked.	Photocopies of one patient's episode of care (not a copy of the whole medical record)
IGI/1924	Croydon Health Services NHS Trust	12-Jun-15	1	Response from outcome of an investigation into a complaint received, together with minutes from two meetings held as part of the investigation process, was sent to a wrong address. The information contained detailed description of the investigation conducted and detailed clinical information.	The information contained detailed description of the investigation conducted and detailed clinical information.
IGI/1718	UNIVERSITY HOSPITALS BIRMINGHAM NHS FOUNDATION TRUST	12-Jun-15	250 approx.	Staff member was picking up their child from school and left their bag in their car. When they returned to the car the window had been smashed and the bag taken. The bag contained a notebook which contained printed stickers with the name, hospital number, NHS number and date of birth of approximately 250 patients and in some cases written next to the sticker was the patient's diagnosis. Also in the bag were the staff member's blackberry and a safe stick, however both were encrypted and wiped by the IT Dept. The police were informed and the staff member notified Trust management.	NHS patient data

IGI/1678	NORTH TEES AND HARTLEPOOL NHS FOUNDATION TRUST	19-May-15	34 approx.	Trust Clinical Psychologist working across site left a folder at a bus stop which was found by a member of the public. The member of the public contacted the Trust to inform us. The Trust sent a taxi to retrieve the folder - but no member of staff went with the taxi. The taxi driver handed the folder to main reception who informed the manager that they had been returned. The folder contained 4 patient files plus various other documents, including 9 names of attendees of a relaxation workshop and a list of 21 patient's admission details including full demographic information, reason for admission and diagnoses.	Information about patients attending clinical psychology services. These patients are under the care of the palliative care team
IGI/1692	NHS Northern, Eastern and Western Devon CCG	11-Jun-15	154	Complex Care Team (part of NEW Devon CCG) has sent a generic mail merge update letter out to solicitors. It appears that the addresses of the solicitors have become mixed up so that some of the solicitors have received an update letter for the wrong patient. There is no detail in the letter, it is a very brief general update but it does show first initial, surname and NHS no of the patient concerned. 19 solicitors to date have contacted us. We have apologised, explained it was a system error and that we would be reissuing the letters.	NHS PID, limited to NHS Number, surname and first initial.
IGI/1672	KENT AND MEDWAY NHS AND SOCIAL CARE PARTNERSHIP TRUST	03-Jun-15	5 patients	Bundle of patient information paperwork handed into Essex Council relating to KMPT patients by member of public purporting to be ex-partner of member of staff	Patient letters - Care plans - discharge information - hand written notes - obs sheets - complex needs panel paperwork and caseload information for staff member

IGI/1745	THE WHITTINGTON HOSPITAL NHS TRUST	12-Jun-15	5 (4 investigating staff/ 1 [unidentified] patient)	<p>Communications team received an email from a freelance reporter querying the content of an investigation into an incident. A colleague of the freelance reporter, a Sunday Times Newspaper employee then sent a copy of the draft WH investigation report to the Communications team.</p> <p>The copy of the draft report would not have been circulated widely within the Trust. An initial conclusion is that a staff member deliberately disclosed the report to the media against Trust policy. Investigations are at an early stage and nothing definitive has been ascertained yet as to the source of this breach.</p>	<p>WH Staff Data x 4</p> <ul style="list-style-type: none"> • Forename • Surname • Job Title <p>The staff details contained in the report are for staff who are part of the investigating team and not those involved in the incident to which the report pertains.</p> <p>Patient Data x 1</p> <ul style="list-style-type: none"> • Gender • Age • Primary language • Gestation period/date • Date patient gave birth • Gender of patient's new-born child • Marital status • Detailed pre-natal case notes (no identifiable data) • Detailed post-natal case notes (no identifiable data) • Discharge date
IGI/1798	Barts Health NHS Trust	08-May-15	1	Referral letter to Clinical oncologist at SBH regarding a patient with cancer containing detailed clinical information was copied to another patient in error	NHS patient data
IGI/1911	CALDERDALE AND HUDDERSFIELD NHS FOUNDATION TRUST	28-May-15	1	Two separate subject access requests (SAR) came into the Trust, upon printing the requested documents from both SAR's, the stroke notes inclusive of PID of one patient ended up in the middle of another patient's printed medical notes and were posted out. The recipient contacted the Trust. A Manager retrieved the stroke notes from the recipient's home address. The stroke notes are safely back within the Trust. Human error incident.	NHS Patient Data
IGI/1792	NORTH MIDDLESEX UNIVERSITY HOSPITAL NHS TRUST	12-Jun-15	40-50 patients approximately	<p>Junior Doctor had her handbag stolen. The handbag contained ward handover documents which she had forgotten to shred/dispose in confidential bag before leaving Trust Premises.</p> <p>The junior doctor reports that she</p>	<p>Data set includes demographic details and summary of clinical details:</p> <p>Name, first name Date of Birth, Diagnosis, Past</p>

				<p>was delayed leaving work, left in a hurry and consequently forgot to dispose of the documents. She met a number of other Trust Staff in a pub directly after work. At some time during that evening, her handbag was stolen from the pub. She reported the theft to the police and reported the incident using the Trust incident reporting system (Datix).</p>	<p>medical history, investigations, plans for treatment and nursing care.</p>
IGI/1860	NORTHUMBRIA HEALTHCARE NHS FOUNDATION TRUST	05-Jun-15	1	<p>Subject Access Request letter and cheque lost in internal post.</p> <p>Subject Access Request, covering letter and cheque sent in post by Health Records Department to a Trust service. Letter never arrived in the service. At the time the request was sent the service was re-locating.</p>	<p>Subject Access Request i.e. demographics, information in relation to records required etc.</p> <p>It is not known at this time what level of detail the requestor included in their request and covering letter so due to the nature of the service and the possibility that sensitive information had been included on the form the Trust has graded this as a level 2.</p>
IGI/1624	PETERBOROUGH AND STAMFORD HOSPITALS NHS FOUNDATION TRUST	04-Jun-15	22	<p>A batch of patient letters was sent in the wrong envelope meaning that these were received by a patient rather than sent back to the local hospital for distribution.</p> <p>Confirmed in detail after incident meeting held:</p> <ul style="list-style-type: none"> • clinic letters typed up in local hospital clinic were sent to Peterborough City Hospital for consultant signature - this included a letter for one patient who did not attend • two sets of the letters are copied one for filing in case notes at Peterborough City Hospital, one for sending back to the local hospital clinic for distribution • instead of the letters being sent back to the local hospital they were sent to the patient who did not attend • the letters were immediately returned to the clinic by the patient 	<p>Letters received back for review - contain name, address, outcome of cardiology clinic appointment</p>

IGI/1673	Silsden Group Practice	12-Jun-15	one	<p>Patient A, attended practice and needed to be referred to Bradford Royal Infirmary (BRI). GP phoned BRI and was advised that patient could be seen - but they needed to bring a referral letter with them. GP printed a 'home visit summary' from our clinical system; hand wrote referral notes, sealed in it an envelope and handed it to Patient A for them to take to BRI.</p> <p>When patient arrived at BRI the Trust opened the letter and discovered that the home visit summary was in fact for Patient B.</p> <p>Regrettably they handed the document back to Patient A - explained it wasn't their information and asked them to return the information to the practice.</p> <p>The letter was returned to the practice by Patient A's sister.</p>	NHS patient data - patient and contact details, main health problems and last 5 clinically relevant consultations
IGI/1791	St Andrew's	12-Jun-15	1	<p>The employer of a patient requested a medical report. Patient gave consent to this. One of our administrative team misinterpreted the request and sent a copy of the entire patient record. In addition the envelope to the employer did not contain a specific named person and so was opened by a member of the employers' administration team and passed around a number of people before being given to the appropriate person. The patient naturally, is very concerned about both the sending of the entire notes and not the medical record and about the breach of confidentiality associated with not addressing the envelope properly.</p>	NHS Patient data
IGI/1785	BASILDON AND THURROCK UNIVERSITY HOSPITALS NHS FOUNDATION TRUST	04-Jun-15	27	<p>A patient discharge sheet containing 27 patient details was found on a stairwell by a member of Trust staff. The handover sheet was folded and had been printed on the same date as it was found. There is no evidence of the information on this sheet being viewed by anyone other than the member of staff who found the sheet.</p> <p>The details on the sheet contained Name, Date of Birth, Age, Gender,</p>	Name, Date of Birth, Age, Gender, NHS & Hospital Number, brief details of problem/diagnosis, investigations.

				NHS & Hospital Number, brief details of problem/diagnosis, investigations.	
IGI/1688	BASILDON AND THURROCK UNIVERSITY HOSPITALS NHS FOUNDATION TRUST	08-Jun-15	1	<p>A patient's clinical outcome letter was mistakenly sent to a dentist surgery. The Dentist has the same name as the patient's GP. The dentist is unknown to the patient.</p> <p>The letter contained details of medication, past brief details of medical history.</p>	Name, Address, Date of Birth, Hospital and NHS Numbers, basic details of medication and past brief details of medical history.
IGI/1606	NORTH BRISTOL NHS TRUST	12-Jun-15	49 patients	<p>Ward handover sheets found in Cardiff city centre by a member of the public and handed to the Mail on Sunday.</p> <p>Press office was contacted by the Mail on Sunday. The ward handover sheets include names, DOB, clinical diagnoses, plus handwritten notes.</p> <p>The original sheets were couriered back to the Trust.</p>	It includes their names, DOB, clinical diagnoses, plus minimal handwritten notes.
IGI/1588	Dr M A Baird's Practice	03-Jun-15	535	Staff member sending out the practice survey to our patients through email, did not Bcc the email address, this was down to human error the staff member did intend to hide the email addresses but had put them into the wrong address bar, the practice had been notified of the error and tried to recall the email, which again has highlighted all the email addresses.	Email addresses
IGI/1584	Cambridgeshire Community Services NHS Trust	12-Jun-15	50+	Medium sized backpack containing a work diary and notepad left on a First Capital Connect train.	Basic demographic detail including names, addresses and clinical detail around 6 patients.
IGI/1772	ASHFORD AND ST PETER'S HOSPITALS NHS FOUNDATION TRUST	02-Jun-15	26	Handover sheet containing details of 26 patients found on footpath outside hospital by a member of staff at a neighbouring healthcare provider. The finder reported it directly to the Trust and returned the sheet by collection.	Name, DOB, diagnosis, nurses' and progress notes for particular ward

IGI/2046	Care Quality Commission	12-Jun-15	8	<p>A folder containing the details of 8 MH patients was left in the uncontrolled environment of a Hospital car park. The folder was found by a member of the public and handed in at the hospital.</p> <p>The folder contained details required in support of second opinion consultations on 8 patients detained under the Mental Health Act. They had been used for 3 consultations carried out and were left in the car park. They were recorded as being handed in at the hospital by a member of the public. The MH Trust carried out their own internal investigation which concluded that the documents originated from a CQC second opinion appointed doctor and notified CQC of the incident. Following notification a CQC internal investigation took place and the incident was notified directly to the ICO. The CQC investigation concluded that there was very little risk of any actual breach of the patient information and that the cause of the incident was human error - the doctor concerned had been carrying several items and placed them on the floor next to the car park pay machine.</p>	Detailed MH clinical assessment information on at least 3 of the 8 sets of case notes and less detailed personal information about the other 5 patients.
IGI/1717	EAST LONDON NHS FOUNDATION TRUST	12-Jun-15	2 sheets of paper	<p>Two sheets of paper were found in a general practice car park. Both containing patient identifiable information of 29 people.</p> <p>A GP at from the practice gave the sheets to a Practitioner of a different service provider to whom the sheets related. She advised that she had found it in the practice car park. The sheet is a print out from the IAPTUS database and contains patient identifiable information of 29 service users of the other service provider (not the general practice).</p> <p>The page is 3 of 4 and 4 of 4 but page 1 of 4 and 2 of 4 are not accounted for.</p>	Patient list containing PID information
IGI/1595	Surrey Social Services Directorate - Adult	12-Jun-15	16	A SCC staff member working in a joint Night Response team with the NHS, to administer short term social care needs overnight, lost their diary in the Royal Surrey Hospital Car Park. The diary contained the names and	The data of 16 people open to SCC was contained in the diary

				addresses of 16 individuals whom the worker had visited to provide assistance with social care needs.	
IGI/1800	CALDERDALE AND HUDDERSFIELD NHS FOUNDATION TRUST	28-May-15	15	<p>15 parents received letters relating to another child's height and weight measurements.</p> <p>Children's height and weight measurements were entered into the Health & Social Care Information Centre's (HSCIC) National Child Measurement Programme (NCMP) database on behalf of Calderdale Council. The database was populated by CHFT staff using information extracted from CHFT's child health system and is done school by school. The process involves extracting the children's name and demographics to an Excel Spread sheet; this is then copied and pasted column by column to the NCMP Database. One Child, a twin sibling at the same school was not included within the information extracted from CHFT's child health system and as such was not included in the information uploaded to the NCMP database. It was noticed that the sibling was missing when the heights & weights were being recorded in the NCMP database by CHFT staff. The CHFT member of staff manually added the second sibling. Somehow the subsequent 15 addresses were moved down a row. Despite significant testing has been carried out in an attempt to replicate the incident, we have not been able to replicate it but can only surmise as to how it might have happened.</p>	15 children's height and weight disclosed to the wrong parents
IGI/1564	CENTRAL MANCHESTER UNIVERSITY HOSPITALS NHS FOUNDATION TRUST	12-Jun-15	132	An unencrypted USB memory stick containing sensitive information was identified as being missing (query lost or stolen), by Personal Assistant A from the reception area of the School of Dental Care Professionals.	<p>The memory stick included the following information about 132 students enrolled on a number of courses within the School of Dental Care Professionals.</p> <ul style="list-style-type: none"> - Full Name, - Date of Birth, - Ethnicity, - Student ID number and - Area recruited from

IGI/1548	WEST SUFFOLK NHS FOUNDATION TRUST	12-Jun- 15	1	<p>Allegation of inappropriate access of patient records by staff member and disclosure of said information to a third party.</p> <p>Patient had attended A&E. Information regarding this A&E attendance was relayed to patient by a third party at a later date. Incident reported to the Trust by the patient who named 2 potential sources of breach.</p>	Sensitive Clinical information from A&E attendance letter.
IGI/1587	BASILDON AND THURROCK UNIVERSITY HOSPITALS NHS FOUNDATION TRUST	08-Jun- 15	24	<p>A patient handover sheet containing 24 patient Names, Age and basic level treatment details was found on hospital premises by a member of Trust staff.</p> <p>The patient handover sheet was found on Trust premises in an area that is not frequently accessed by members of the public. The handover sheet contains Name, Surname, Age, basic Diagnosis details and basic Past Medical History details. The risk of this document being viewed by any unauthorised person(s) is low.</p>	The handover sheet contains Name, Surname, Age, basic Diagnosis details and basic Past Medical History details.
IGI/1746	ROYAL NATIONAL ORTHOPAEDIC HOSPITAL NHS TRUST	12-Jun- 15	15-20	<p>A USB drive containing PACS images relating to patients went missing. The Clinician involved stated that the USB drive was partially encrypted but there were between 15-20 patients PACS images that were not encrypted. This room is only accessible via keypad entry. This was reported on the Trusts Incident reporting tool.</p>	<p>The following are the minimum data items likely to be included on the PCAS image:</p> <p>First Name Surname D.O.B. Hospital Number NHS number</p>
IGI/1536	MID YORKSHIRE HOSPITALS NHS TRUST	12-Jun- 15	40	<p>A Mid Yorkshire Hospitals NHS Trust employee seconded to Wakefield CCG, has used the System One "consent override" facility to access 40 client records held by other (non-Mid-Yorkshire) providers; the rationale for seeking information was legitimate for the purposes of Safeguarding and Child Protection. The methodology used may have been inappropriate and therefore a full investigation into this episode has been requested. This will be completed.</p>	NHS Patient data

IGI/1630	Tudor Lodge (L81044)	12-Jun-15	1	<p>Patient 2 name accidentally given verbally by Dr to Patient 1 during a consultation. Diagnosis of HIV was implied as this was the subject of the question being raised by Patient 1.</p> <p>2 days later Dr heard from a member of staff whose daughter is friendly with Patient 1's niece that allegedly a comment was made on Facebook by someone (not sure by who) who found out they had mutual friends with a person with the name of Patient 2 and that they were contacting them to tell them that the mutual friend is HIV +ve. (Patient 2 is a relatively common name).</p> <p>The practice did not have a working telephone number for Patient 1 on file so Dr and the practice manager went to his house and met with him. Dr explored with Patient 1 about how he came to know the name of the Patient 2 whose confidentiality had been breached. Dr explained to Patient 1 that it was a serious error on his part that the name of Patient 2 had been disclosed to him during a consultation.</p> <p>Dr explained that he and the practice manager had information to suggest a possible very serious breach of confidentiality could have occurred, in that someone was trying to contact friends of a person with the name of one of our patients on Facebook. Patient 1 informed doctor he did not use Facebook himself and he spoke to his partner about this on the phone and she also denied doing this. Dr asked him and his family not to talk to anyone about this event in the future.</p> <p>This was followed up with an apology letter and further written request not to discuss the event and use the name of the Patient 2 whose confidentiality has been breached.</p>	<p>Name accidentally disclosed verbally by Dr to Patient 1 during a consultation. Diagnosis of HIV was implied as this was the subject of the question being raised by Patient 1.</p>
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IGI/2512	EAST OF ENGLAND AMBULANCE SERVICE NHS TRUST	12-Jun- 15	One individual affected	<p>A package containing an invitation to a formal sickness meeting and associated sickness records was posted to a staff member using an address held on the Trust's Global Rostering system (GRS).</p> <p>The address held on GRS related to an earlier period of employment, and the staff member had not lived there since 2010. Consequently the pack was sent to the wrong address and not received by the intended recipient (the staff member). Attempts were made by the Trust to recover the pack after it had been sent, but these were unsuccessful.</p>	The document pack included an invitation to a formal health review meeting with the subject's manager. Other data included details of sickness absences and the reasons given for absence. Also included in the pack were signed Trust sickness certificates and return to work review records for episodes of sickness.
IGI/3375	SHERWOOD FOREST HOSPITALS NHS FOUNDATION TRUST	23-Jun- 15	2	Contrary to trust policy a member of staff accessed her mother's and her own medical records and test results on a number of occasions. She disclosed the information from her mother's records to another member of staff and a family member.	NHS patient data relating to two individuals
IGI/3000	UNIVERSITY HOSPITALS COVENTRY AND WARWICKSHIRE NHS	01-May- 15	75	<p>A Clinical Nurse Specialist employed by Coventry and Warwickshire Partnership Trust was accessing patients' records that she was unauthorised to view.</p> <p>The Nurse was part of a city-wide Service owned by Coventry and Warwickshire Partnership Trust (CWPT). CWPT is a healthcare partner of University Hospitals Coventry and Warwickshire NHS Trust (UHCW). The unauthorised access was to patient records for which UHCW are the data controller. The nurse had access as part of her job role function. The nurse has since been dismissed by the CWPT, but the case has been ongoing as it was referred to the Nursing and Midwifery Council.</p>	Patient clinical tests ordered, test results, diagnostic images, clinical letters.
IGI/3603	The Windsor Road Surgery	06-May- 15	2	<p>A letter pertaining to a patient's son (Son1), a referral for counselling, was mis-filed into his father's records. This only came to light 5 years later following the death of the father. Son2 requested copies of his father's records and found the letter pertaining to his brother.</p> <p>Subsequently Son1 wrote to ask for a copy of his own records and once received, wrote to inform us that he had found a letter pertaining to</p>	Original misfiled letter was a referral for counselling and stated that the patient was having 'episodes of anxiety and depression and is having paranoid ideas'. The second misfiled letter was

				another patient (same name) filed within his own records. He expressed concern regarding both incidents.	an out-patient dermatology letter.
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