**Meeting:** NSS Board of 29/06/2018

**Paper Number:** B/18/76

**Title of Paper:** IGC Annual Report 2017-18

**Paper Type:**

This is a routine paper highlighting the work of the Committee over the year.

**Decisions Required**

The Board is asked to approve the report that was tabled and approved by the meeting of the Information Governance Committee on 25 April 2018, subject to a minor addition requested at paragraph three, which was approved by the Chair of IGC on 30 May 2018.

**Analysis:**

Information governance provides the framework to ensure that the right information is available to the right people, in the right place and at the right time. Information governance ensures necessary safeguards for, and appropriate use of, patient and personal information. Inadequate information governance increases the risks of information being inappropriately disclosed or essential and accurate information not being available when it is required. The Annual Report provides assurance to the Board that all information governance and security risks are being adequately monitored and mitigated as well as key projects being undertaken and completed. The work of the IG and IS teams underpins the work of the organisation and enables transformation to take place through pro-actively being involved with projects such as Digital Transformation. The work highlighted with Scottish Government will also assist other public sector organisations through the Digital Health and Care Strategy.

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2017/18 Information Governance Committee Annual Report to the NSS Board

1. INTRODUCTION

The Information Governance Committee met on three occasions in 2017 -18, namely, 26 April 2017, 7 September 2017 and 25 January 2018: The members of the Committee were as follows.

- Ian Cant, Employee Director (Chair of Committee)
- Kate Dunlop, Non Executive Director (Member of Committee)
- Elizabeth Ireland, NSS Chair (Member of Committee)
- Mark McDavid, Non Executive Director (Member of Committee) to 30 June 2017
- Alison Rooney, Non Executive Director (Member of Committee) – Joined on 01 July 2017

Attendees of the Committee meetings were as follows:-

- Colin Sinclair, Chief Executive
- Marion Bain, Medical Director
- John Fox-Davies, Senior Information Risk Owner
- Eilidh McLaughlin (Prentice), Information Governance Lead

Other NSS employees attended as required for specific agenda items.

The Chair would like to thank all the Members for their support and contribution throughout the year.

2. CONSTITUTION AND TERMS OF REFERENCE

i. Constitution

The IGC is established as a subcommittee of the NSS Board, to which the IGC is to submit an annual report and report on any other such matter as the IGC sees fit to draw to the Board’s attention.

ii. Membership and Attendees:

Membership of the IGC comprises of:
- The Board Chair
- At least three further Non Executive Directors of NSS nominated by the NSS Chair, one of whom shall act as Chair, confirmed by the NSS Board
- Up to two further members co-opted by the IGC. These additional members shall not be members of the NSS Board, but may be NSS employees

Attendees required at each meeting will be as follows
- Chief Executive
- Information Governance Executive Lead
- Senior Information Risk Owner
The IGC may require other NSS staff to attend meetings in pursuance of their normal duties. These staff would normally, although not exclusively, be involved as leads in information governance activities across NSS or individual Strategic/Support Business Units (SBUs).

iii. Frequency of meetings
The Committee shall meet as required but not less than three times a year.

iv. Minutes of Meetings
Minutes of the proceedings of the IGC shall be drawn up by or on behalf of the Board Secretary of NSS, and submitted for approval to the next meeting of the Committee and thereafter submitted by its Chair to the first ordinary meeting of the Board. In the interim, a report on the proceedings or unapproved minutes will be submitted to the Board for information. The IGC is to report activities and progress annually to the NSS Board.

3. KEY UPDATES IN 2017/18

3.1. Members recognised that it had been a busy year for Information Governance. The critical nature of ensuring data was used and stored correctly was highlighted throughout the year as the organisation prepared for the introduction of the EU General Data Protection Regulation.

The pace of change was also reflected on, with members acknowledging the key role of information governance within the Digital Transformation programme and in the discussions around the set up of the new Public Health Body.

Members also recognised the work undertaken by the Information Security team and had welcomed the updates in relation to cyber security throughout the year in relation to providing assurance as well as highlighting key areas of risk for the organisation as it provides IT services internally and externally.

3.2 National Strategic and Operational Information Governance
The Committee received updates at all three meetings held in 2017 – 2018 and the key highlights were:
- Local Intelligence Support Team’s work expanding into Primary Care to support cluster quality working
- The increasing importance in strategic developments of a ‘Once for Scotland’ approach, which included other sectors;
- The progress made in SPIRE Developments;
- The challenges arising from changes in research structures in 2018;
- The challenges faced by the Public Benefit and Privacy Panel

3.3 Digital Transformation
Throughout the year, the Committee was informed of the work to ensure that Information Governance processes became embedded within the Digital Transformation Programme. With proposed standards developed, and implementation of those imminent, the key priority in 2018/19 would be the interlinking of systems, and trying to digitise existing paper processes.
3.4. **Information Governance Improvement Plan**

At each meeting, the Committee was updated on the progress against the Information Governance Strategy Key Performance Indicators. The Committee sought and received assurance regarding any which appeared to be reporting as not on target.

3.5. **Information Governance Adverse Events, Risks and Complaints**

The Committee received regular updates on information governance (IG) adverse events, risks and IG related complaints across NSS. The review of IG adverse events across NSS looked at their management, investigation and the lessons learned. All reported IG adverse events had been reviewed. NSS recognises that there may still be under-reporting of IG adverse events and is working to address this through staff awareness initiatives.

3.6. **Focus on SBUs**

The Committee received presentations from the Business Services Directorate in April 2017, the Customer Engagement and Development Directorate in September 2017 and the Clinical Directorate in January 2018.

The Business Services Directorate emphasised the disparate range of activities undertaken within their area with each having its own unique information assets and requirements. Across the Directorate common IG processes were used for safety and security.

The Customer Engagement and Development (CEAD) advised that a Performance and Planning Manager had been recruited and part of that role would be to coordinate information governance for CEAD.

The Clinical Directorate updated on strategy work in areas such as common standards, public engagement and patient care focus. They also reflected on challenges ahead, specifically the potential impact of the Public Health Body in respect of data access and Caldicott Leads.

These presentations were noted as being very helpful in providing the Committee with reassurance around how information governance was handled in these areas of NSS.

3.7. **Review of Cyber Security Across NSS Boards**

The Committee also received regular updates on Cyber Security, with an overview of the national climate in terms of regulations and standards. The Committee was assured that NSS was relatively well positioned in this respect and were updated on the work being done to develop better contracts and make cases for investment in IT to make NSS as future-proof as possible.

3.8. **Loss of Patient Records**

In respect of an incident in NHS Highland involving the loss of patient records, the Committee was updated on the progress around the identified actions and suggested process improvements relevant to NSS. The Committee also sought and received assurance around the risk of recurrence and processes in place to manage events should that happen.
4. **RELATIONSHIPS WITH OTHER BOARD COMMITTEES**

Cross references to matters of mutual interest discussed in other committees of the Board were addressed as a standing item on the agendas of the Committee. There was appropriate linkage on issues of mutual interest to the Clinical Governance Committee.

5. **CONCLUSIONS AND ASSURANCE TO THE BOARD**

The Information Governance Committee concludes that information governance in NSS continues to be strengthened by the establishment of the IGC.

The Committee feels able to assure the NSS Board that substantial attention is given by the organisation to its information governance arrangements, that this is proportionate to the nature of each SBU role and that the IGC monitoring responsibilities are being met.

Ian Cant  
NSS Information Governance Committee Chair  
30.05.2018