

## INFORMATION GOVERNANCE AND INFORMATION SECURITY – HAND IN HAND.

Ever wondered what all the fuss is about Information Governance? Common sense isn't it? You would think so, but just cast your mind back over the last 12 months and recall the number of high profile information security breaches that there have been. HM Revenue and Customs disks lost in post, MOD laptops stolen, highly confidential security report left on train, a hospital's patient records left in disused building? Ring any bells? And these were just the ones we heard about!

Information Governance and Information Security are now HIGH PROFILE and in the Health Service all employees are collectively responsible for it! Information Governance is the way we handle all organisational information, in particular the personal and sensitive information of patients and employees. There can be no excuses for allowing that information to get into the wrong hands.



Information Governance covers all types of information and there are numerous statutory requirements, laws and Codes of Practice that we need to be aware of, such as:

- The Data Protection Act,
- The Freedom of Information Act, and
- Protecting Patient Confidentiality Code of Practice,

to name but a few; by adhering to these laws and codes of practice you as individuals can improve standards in Information Governance.

Most Trusts pride themselves on the security of their information systems; they are not easy to hack into. But there is always a weak link in any system and in information security that weak link is the individual careless user. So how do we strengthen, protect and even remove that weak link? The answer sounds easy – by making people aware of their responsibilities! Well, *Easy* it isn't. It's a never ending battle; even common sense goes out the window in our hectic, stressful, overworked lives. That's why 'one off' induction training courses are just the beginning, albeit an important one. We have all passed exams and then forgotten 50% of what we learned to pass them; we can't afford to forget information security. The continuous availability of easy to access refresher courses is essential to maintain awareness. But don't stop there either, you need to follow that up with a never ending campaign to keep the message fresh and alive; such as poster campaigns, screen saver and flash messages, mouse-mats, notepads and 'post-it' pads with discrete but clear reminders to keep information safe.



Need help with this perpetual task? Safecom is a name synonymous with information security across the industry. We provide information governance and information security consultancy and awareness training to numerous Trusts, Local Authorities and Private Sector clients across the UK and Australia and would be happy to help you solve your information governance problems. Here's what one of our clients says about Safecom:

*"I am delighted with the support provided by Safecom in the development of the training video, they could not have been more helpful. I am confident that this new training aid will be very well received and early reviews show very positive feedback received from staff."* Trish Noon, Pennine Acute NHS Trust.