



INFORMATION GOVERNANCE AND DATA PROTECTION OFFICER SERVICE

A CASE STUDY



Do the rIght thing

AT A GLANCE

SERVICE FEATURES

- Support to meet the requirements of the DSP Toolkit
- Named DPO - including incident investigation and any external reporting as required
- Information Sharing/DPIA support
- Staff IG training
- Templates, policy and procedural advice



“The MMDA IG team is led by an impressive and knowledgeable DPO, who is so easy to work with, as is every member of the team, who never fail to impress with their knowledge too. They were an obvious choice to be our provider of IG and DPO services.”

JACQUELINE JOHNSON

Governance Programme Manager
NHS Knowsley Clinical
Commissioning Group

INTRODUCTION

In the ever-changing world of data protection and security, NHS Knowsley Clinical Commissioning Group, (KCCG), place a huge value on the expertise, knowledge and responsiveness of the MMDA IG Team, who work closely with the CCG and their 25 GP practices to submit their Data Security and Protection, (DSP) Toolkit on time, respond quickly when support is needed, and ensure that the data of their staff and patients is secure and managed within the law.

JACQUELINE JOHNSON, GOVERNANCE PROGRAMME MANAGER, KCCG SAYS:

“As qualified and experienced professionals, MMDA are the specialist commissioning support provider of choice for IG, information security and DPO services to KCCG and our GP practices, supporting us all to meet the various requirements of the DSP Toolkit, including the co-production of a detailed plan and the provision of evidence within their remit.

MMDA are also our named DPO, and a key player in the management and reporting of data security and protection incidents, getting involved in investigations of breaches or near misses as required, and also confirming the initial scoring of any actual breaches, as well as fulfilling any external reporting requirements to the ICO and others.

The CCG, MMDA IG team and DPO work closely together to review Data Protection Impact Assessments (DPIAs) / IG due diligence questionnaires, informing DPO recommendations to the CCG's Caldicott Guardian and Senior Information Risk Owner or IG leads in GP Practices.

They can also review or advise on the production of information sharing agreements or equivalent (which can interlink with DPIAs), and on difficult subject access and freedom of information requests.



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Jacqueline says: "There are many benefits we see from working in partnership with MMDA for our IG and DPO provision.....:"

"MMDA have the expertise, capacity and resilience in their teams to provide a responsive service, providing assurance that someone is always available to assist us".

"The MMDA Teams are recognised as specialists in their field and provide much needed additional resources, helping the CCG to make the best use of its budget".

"They very much work as part of the CCG team, always willing to assist, and their advice can be relied upon".

"They have assisted the CCG and our GP Practices to comply with the DSP Toolkit for many years, supplying templates, policies, procedures and guidance".

"The team are always on top of any changes to the toolkit and we co-produce our plan, monitor it together and discuss and tweak as required throughout the year".

"They are always willing to share knowledge, tools and best practice to increase IG understanding and compliance; impacting positively on the services being provided and those receiving them".



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Jacqueline goes onto say: "The partnership arrangement in place has been paramount to the improved DSP Toolkit performance of the CCG, and also Knowsley GP Practices who have been provided with training and support to meet their DSP Toolkit requirements.

They attend key meetings, such as our IG Management Group and DSP Toolkit meetings with our internal auditors, providing valuable input, demonstrating how connected they are to our organisation and are jointly focussed on the achievement of our objectives, aided by our strong relationships.

The team's attendance at meetings with CCG commissioners, to understand proposed information sharing arrangements to advise on IG requirements, ensures adherence to data protection legislation, while ultimately seeking to improve patient care and outcomes.

This specialist knowledge and input has been essential, providing those people and organisations involved with the confidence to support information sharing, removing barriers and aiding decision-making".



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