How we can help you manage information safely

Support for NHS organisations including clinical commissioning groups and primary care

- We ensure customers are compliant with all IG requirements and guidance, including:
  - The Data Protection Act, incorporating the General Data Protection Regulation (GDPR)
  - National mandated best practice including the Data Security & Protection Toolkit, Caldicott Principles and Information Standard ISO27001.

- Onsite delivery is supported by a remote service, the IG Hub. Via a helpdesk facility, the hub provides specialist advice and support to our customers Monday to Friday 9am - 5pm. In addition, we also provide a full Access to Information service, responding to over 1,000 information requests per year on behalf of our customers.

- We provide a named Data Protection Officer (DPO) who is supported by senior Information Governance (IG) team members to deliver the DPO requirement and manage queries that are particularly complex or confidential. Delivering the service in this way ensures appropriate cover is in place at all times to deal with time sensitive issues such as breach reporting.

- We train and assess a large number of people in information governance each year - some 1,600 in-house, and a further 1,600 within the customers we serve.

Additional support for general practices, pharmacy, dental practices and optometrists

- MLCSU has a primary care portal with a designated IG area enabling customer practices to access personalised template documentation, policies and procedures that meet the Data Security and Protection Toolkit requirements.

- We provide central training workshops for primary care IG leads, Caldicott Guardians and practice managers.

Our IG service already supports over 750 general practices

For more information on our products and services contact us today:

Email: mlcsu.commercial@nhs.net

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Support for systems

- We can support system partners to share data safely, for example we ensured Healthier Lancashire and South Cumbria ICS could safely perform analytics on patient-level linked datasets to gain insights for population health management.

- Working across a geographical area allows our IG specialists to understand working arrangements between organisations as well as local priorities and strategic direction.

Support for Care Homes

- MLCSU is supporting care homes to become Data Security and Protection Toolkit compliant, allowing them to access NHS.net services and in turn, access electronic integrated care systems. In 12 months (from July 2019) the service has supported over 100 care homes across three separate localities.

> **Your leadership along with SIROs has already made a positive difference in highlighting what needs to happen at national and local levels with data and IG in order to support clinicians to deliver better care.**
>
> **Dr Sakthi Karunanithi**
> Director of Public Health, Lancashire County Council

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