TABLED QUESTIONS FOR MEETING 23RD JANUARY 2017

1. **How robust are the Practice's IT systems in terms of the risks of possible hacking, accidental release of confidential information, and sudden loss of saved data (and is there a back-up for this)?**

We take many IT precautions at Paxton Green. We follow standard NHS guidance and enhance it with our security systems and processes. Data loss or hacking is very unlikely.

Network infrastructure

- The Practice has two separate data networks.

- N3 – an end to end encrypted data network.

Because of this you cannot directly access any of our servers or computers externally.

Monitoring

- We monitor out network for unusual activity

Unauthorised access

- To access the clinical system you must have a NHS smartcard (2FA **Two-factor authentication**).

- Staff members have yearly Information Governance (IG) training which includes IT security.

Clinical system security

The way the system has been built you cannot not just dump patient data on to a memory stick.

The majority of the hacks heard on the news are very unlikely to occur in the NHS environment, mainly because it is a closed network and you cannot directly interrogate the database.

Backups

Backups take place daily and are stored on and off site.

2. Does the Practice offer temporary registration to people who fall ill while visiting registered patients and to those temporarily resident within the catchment area; If so, how do they get temporary registration? If not, what should visitors do if they become ill?

a) Yes we offer temporary registrations

b) Temporary forms are available for patients to fill in at reception. Patients can be temporarily registered for up to three months.

c) If patients have an urgent problem and are not able to wait for the next available appointment or walk & wait clinic, staff will offer the patient the option to go to Gracefield Gardens. However, if it's clear that the patient is very unwell and unable to attend Gracefield Gardens, staff will speak to a Team Leader for advice.

3. Is there a process to check whether patients registering at the Practice are entitled to care under the NHS? The Practice website asks people registering to provide their NHS number *if possible*

As a Primary Care provider, we register patients based on the information that they provide. The vast majority of patients that register with the Practice register with an NHS number; or give enough details for our registration clerk to find the patient on the NHS spine.

We do check the patient's ID to ensure that we have the correct date of birth and spelling of the patient's name.

We are not permitted to routinely check the status of the patient to establish whether they have recourse to public funds, i.e. free NHS care. However if the patient is being referred to secondary care, the referring GP should advise secondary care services that they believe that the patient is not entitled to NHS healthcare.

Dr Stephen Miller
January 2017