

Core brief

Daily update

(17 August 2023, 12.20pm)

Topics in this Core Brief:

- Managing personal data – what this means for you
- Exit interviews

Managing personal data – what this means for you

The Board has a legal obligation when managing personal data, including taking steps to protect against data breaches occurring. A data breach is “a breach of security leading to the accidental or unlawful destruction, loss, alteration, unauthorised disclosure of, or access to, personal data”.

Staff are reminded that no staff or patient identifiable information should be disclosed without a legitimate business or clinical reason. Please ensure the guidance below is followed where there is a requirement to send an email to multiple external recipients.

Email Guidance - Multiple Recipients

Staff are reminded of their responsibilities when considering sending emails to multiple external recipients. An example of this would be where a service sends general non-clinical information to multiple patients. When considering any general communications which involve more than one recipient, staff must ensure that no individual patient information is disclosed to others by using the ‘blind copy’ BCC email function for all of the email addresses. This will ensure that all email addresses will be hidden and no information relating to the recipients will be disclosed.

In all cases where email is considered an appropriate means of communication, the sensitivity of the information contained must be carefully assessed and if the content relates to sensitive clinical information this should be sent separately to each individual and not part of a general email to multiple recipients.

If you have any questions on this subject or any other Information Governance questions or training requirements please contact the IG Team on data.protection@ggc.scot.nhs.uk

Use of WhatsApp

As mentioned in the [Chief Executive Core Brief](#) on 4 August 2023 staff are reminded that you should not be using WhatsApp to share personal staff, clinical or patient identifiable information.

Staff need to understand what rules and policies are in place and the use of WhatsApp is authorised only on the basis that the following guidance is strictly adhered to: [GGC eHealth - WhatsApp Guidance v1.0.pdf](#).

If you are unsure on the use of WhatsApp or require advice on whether it is appropriate to use the app you **must** contact Information Governance for guidance at data.protection@ggc.scot.nhs.uk.

Exit interviews

eESS is currently the main mechanism for employees to complete an exit interview questionnaire. However, this provides challenges in obtaining relevant data and trends and has not been widely used within NHS Greater Glasgow and Clyde.

Therefore, a refreshed exit interview process has been introduced, which will allow an opportunity for employees and managers to have a meaningful discussion and complete an exit interview questionnaire. The refreshed process will also include the ability to transfer exit interview data into eESS to allow reporting and analysis.

An electronic form, mirroring eESS exit interview questionnaire, is available for managers and employees to complete together and to enable a meaningful discussion regarding the employee's experience. A paper version of the same form is also available for any services with limited access to PCs and/or laptops and for use as a contingency for others.

The Exit Interview page on [HR Connect: Employee Exit Interview Process](#) has now been updated providing the link to the electronic form and access to the paper form. Please note, the electronic form should be used wherever possible.

Staff are reminded to make sure their [personal contact details are up to date on eESS](#).

It is important to share Core Brief with colleagues who do not have access to a computer.

A full archive of printable PDFs are available on [website](#)