07
Privacy Officer

Privacy Officer Role

NHS

Working Smartcard

Receive Alerts

Investigate Alerts

Ensure appropriate use of SCR

Escalate inappropriate use

Ensure incorporation into IG

N3 connection

Privacy Officer

08
Alerts

Alerts

Every time SCR accessed = alert

Verify or investigate alert

Alert viewer

Define regular process

Sampling

Time of access

Pharmacists at site

Patient registered on PMR

Valid reason for access

Alert Search

* Status of Alert
- ☑ Open (New)
- ☑ Open (Under investigation)
- ☐ Closed (No investigation required)
- ☐ Closed (Investigated - no action taken)
- ☐ Closed (Investigated - action being taken)

* Alert Type
- ☑ Create LR (Self Claimed)
- ☑ Dissent Override
- ☑ Sensitive Data
- ☑ Stop Noted Record Access
- ☑ Access Alert

Clear   **Search**

Organisations   ALL (101)▾

Patient NHS No   [nnn nnn nnnn]

Originator name   [Surname Forename]

Originator Unique ID   [nnnnnnnnnnnn]

Alert ID   [xxxxxxxx-xxxx-xxxx-xxxx-xxxxxxxxxxxx]

Alert date from   [dd-Mmm-yyyy] ▦ to [dd-Mmm-yyyy] ▦

00:00 ▾   24:00 ▾

Order By   Date/Time Descending ▾

Alert Results

Bulk Alert Update   **Extract Selected Alerts**   **Extract All**   Select All on Current Page

10 ▾ records per page

Search all columns:

✅ There are 618 alerts currently open   ✕

Alert Search

*Denotes required field

*Status of Alert
- ☑ Open (New)
- ☑ Open (Under investigation)
- ☐ Closed (No investigation required)
- ☐ Closed (Investigated - no action taken)
- ☐ Closed (Investigated - action being taken)

*Alert Type
- ☑ Create LR (Self Claimed)
- ☑ Dissent Override
- ☑ Sensitive Data
- ☑ Stop Noted Record Access
- ☑ Access Alert

Clear   **Search**

Organisations   Y02108 - DRUG & ALCOHOL SERVICE ▾

Patient NHS No   [nnn nnn nnnn]

Originator name   [Surname Forename]

Originator Unique ID   [nnnnnnnnnnnn]

Alert ID   [xxxxxxxx-xxxx-xxxx-xxxx-xxxxxxxxxxxx]

Alert date from   [dd-Mmm-yyyy] ⊞ to [dd-Mmm-yyyy] ⊞

                           00:00 ▾   24:00 ▾

Order By   Date/Time Descending ▾

In order to see the waiting alerts the user clicks **Search**

Alert Results   Bulk Alert Update   Extract Selected Alerts   Extract All   Select All on Current Page

click on search button

✓ The search returned 3 alerts.

Alert Results

Bulk Alert Update   **Extract Selected Alerts**   **Extract All**   Select All on Current Page

10 ▾ records per page			Search all columns:	

☐	Type ⇕	Status ⇕	Date and Time ▾	Org ID ⇕	Organisa
☐	Access Alert	Open (New)	23-Jul-2015 10:49:40	Y02108	DRUG & A SERVICE
☐	Create LR (Self Claimed)	Open (Under investigation)	23-Jul-2015 10:49:40	Y02108	DRUG & A SERVICE
☐	Access Alert	Open (Under investigation)	23-Jul-2015 10:49:40	Y02108	DRUG & A SERVICE

click on an alert

Alert Details

Back to Alerts List

Alert ID	20150723094940546393_C8DCFD_1081793395	**Organisation**	DRUG & ALCOHOL SERVICE
Date and Time	23-Jul-2015 10:49:40	**Organisation ID**	Y02108
Status	Open (Under investigation)	**Originator**	FORTY TESUSER Mr
Alert Type	Access Alert	**Originating System Id**	402078090022
Alert Message	None		
Reason for Alert	Justified through Health & Social Care Act regulations		
Additional Information	Self-Claim Alert		
Patient NHS No	946 562 7836		

When managing alerts is it useful to record status updates and reasons for decisions

Action

Notes History

JAY HUTTON (103267551989)

Open (Under investigation) *07-Aug-2015 16:04:39*

khbf;ihbew;ofbw

Action   Notes Only ⌄

*Notes

Cancel Edit   **Apply Changes**

Alert Details

Alert ID	20150723094940546393_C8DCFD_1081793395
Date and Time	23-Jul-2015 10:49:40
Status	Open (Under investigation)
Alert Type	Access Alert
Alert Message	None
Reason for Alert	Justified through Health & Social Care Act regulations
Additional Information	Self-Claim Alert
Patient NHS No	946 562 7836

Organisation	DRUG & ALCOHOL SERVICE
Organisation ID	Y02108
Originator	FORTY TESUSER Mr
Originating System Id	402078090022

Action

Notes History

JAY HUTTON (103267551989)

Open (Under investigation) 07-Aug-2
16:04:39

khbf;ihbew;ofbw

This alert was trigged by a test access so no investigation is needed. The user selects the **Closed (No investigation required)** option

*Notes

Open (New)
Closed (No investigation required)
Closed (Investigated - no action taken)
Closed (Investigated - action being taken)

change alert state

Alert Details

Alert ID 20150723094940546393_C8DCFD_1081793395

Date and Time 23-Jul-2015 10:49:40

Status Open (Under investigation)

Alert Type Access Alert

Alert Message None

Reason for Alert Justified through Health & Social Care Act regulations

Additional Information Self-Claim Alert

Patient NHS No 946 562 7836

Organisation DRUG & ALCOHOL SERVICE

Organisation ID Y02108

Originator FORTY TESUSER Mr

Originating System Id 402078090022

Action

Notes History

JAY HUTTON (103267551989)
Open (Under investigation) 07-Aug-2015
16:04:39
khbf;ihbew;ofbw

Action Closed (No investigation re

*Notes

Edit **Apply Changes**

Privacy Officers should always enter a note when updating a status so colleagues can follow progress if required. This will appear in notes history.

Alert Details

Back to Alerts List

Alert ID	20150723094940546393_C8DCFD_1081793395	**Organisation**	DRUG & ALCOHOL SERVICE
Date and Time	23-Jul-2015 10:49:40	**Organisation ID**	Y02108
Status	Open (Under investigation)	**Originator**	FORTY TESUSER Mr
Alert Type	Access Alert	**Originating System Id**	402078090022
Alert Message	None		
Reason for Alert	Justified through Health & Social Care Act regulations		
Additional Information	Self-Claim Alert		
Patient NHS No	946 562 7836		

Action

Notes History

JAY HUTTON (103267551989)
Open (Under investigation) *07-Aug-2015*
16:04:39
khbf;ihbew;ofbw

Action

Closed (No investigation re ⌄

*Notes

No Action required

Cancel Edit   Apply Changes

make a note

alert is updated

Alert Details   Back to Alerts List

Alert ID	20150723094940546393_C8DCFD_1081793395	**Organisation**	DRUG & ALCOHOL SERVICE
Date and Time	23-Jul-2015 10:49:40	**Organisation ID**	Y02108
Status	Closed (No investigation required)	**Originator**	FORTY TESUSER Mr
Alert Type	Access Alert	**Originating System Id**	402078090022
Alert Message	None		
Reason for Alert	Justified through Health & Social Care Act regulations		
Additional Information	Self-Claim Alert		
Patient NHS No	946 562 7836		
Closed User Name	ALEX HUTTON		
Closed User ID	103267552987		

Action

Notes History

ALEX HUTTON (103267552987)
Closed (No investigation required) *10-Aug-2015 10:10:10*
No Action required

JAY HUTTON (103267551989)
Open (Under investigation) *07-Aug-2015*

Action   Notes Only

*Notes

Alert Results

Bulk Alert Update   **Extract Selected Alerts**   **Extract All**   Select All on Current Page
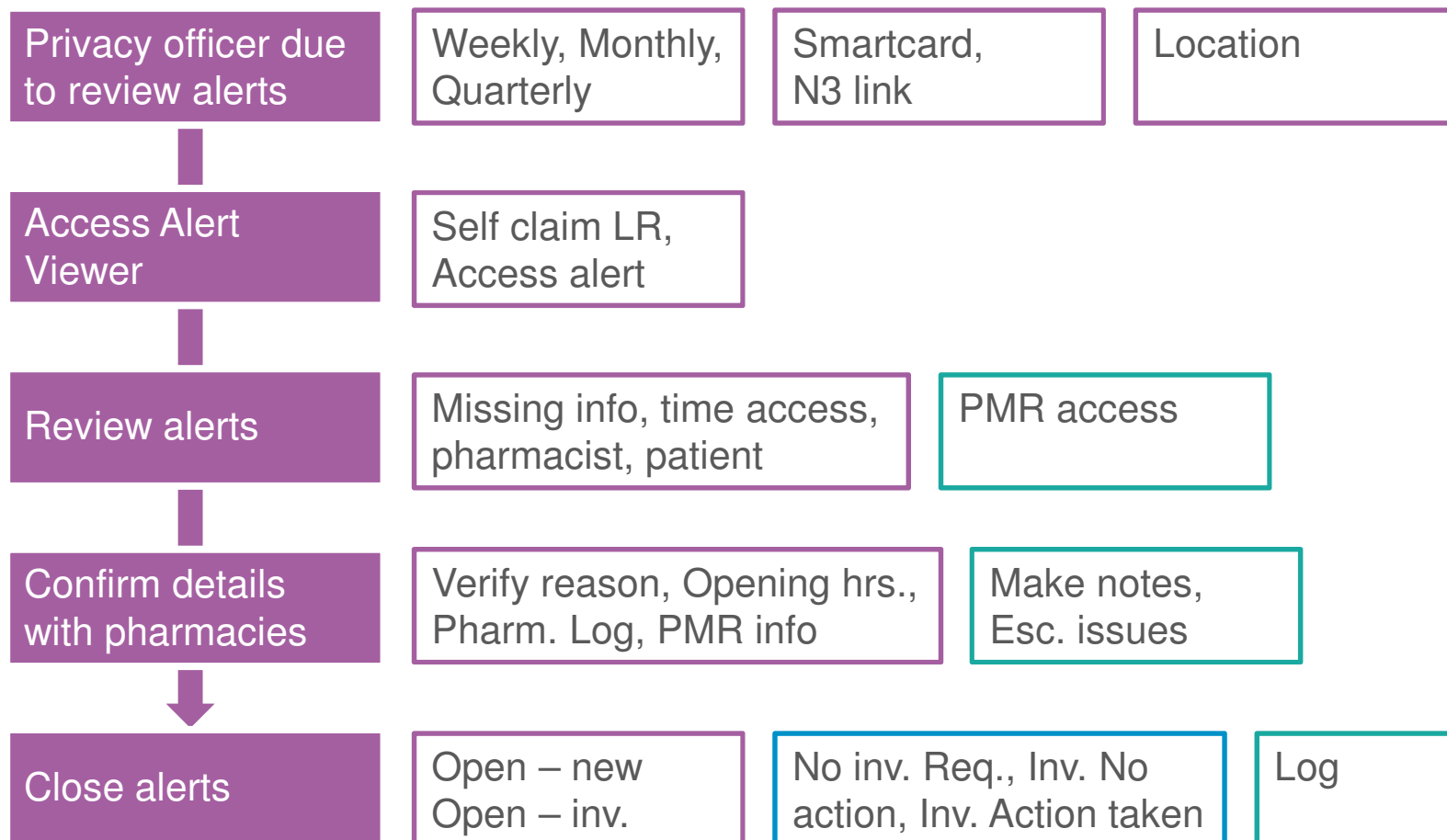
10 ⌄ records per page

Search all columns: [ ]

☐	Type ▼	Status ⬍	Date and Time ⬍	Org ID ⬍	Organisation
	[ ]	[ ]	[ ]	[ ]	[ ]
☑	Create LR (Self Claimed)	Open (New)	22-Jul-2015 15:38:53	Y02184	ROCHDALE EXT HOUR PILOT
☐			22-Jul-2015 15:38:53	Y02184	ROCHDALE EXT HOUR PILOT
☐	Create LR (Self Claimed)	Open (New)	22-Jul-2015 15:38:53	Y02184	ROCHDALE EXT HOUR PILOT
☐	Create LR (Self Claimed)	Open (New)	22-Jul-2015 15:38:53	Y02184	ROCHDALE EXT HOUR PILOT
☐	Create LR (Self Claimed)	Open (New)	22-Jul-2015 15:38:53	Y02184	ROCHDALE EXT

The PO repeats the process untill all required alerts are selected

☑	Create LR (Self Claimed)	Open (New)	22-Jul-2015 15:38:53	Y02184	ROCHDALE EX HOUR PILOT
☑	Create LR (Self Claimed)	Open (New)	22-Jul-2015 15:38:53	Y02184	ROCHDALE EX HOUR PILOT
☑	Create LR (Self Claimed)	Open (New)	22-Jul-2015 15:38:53	Y02184	ROCHDALE EX HOUR PILOT
☑	Create LR (Self Claimed)	Open (New)	22-Jul-2015 15:38:53	Y02184	ROCHDALE EX HOUR PILOT
☑	Create LR (Self Claimed)	Open (New)	22-Jul-2015 15:38:57	Y02184	ROCHDALE EX HOUR PILOT
☑	Create LR (Self Claimed)	Open (New)	22-Jul-2015 15:38:57	Y02184	ROCHDALE EX HOUR PILOT
☑	Create LR (Self Claimed)	Open (New)	22-Jul-2015 15:38:57	Y02184	ROCHDALE EX HOUR PILOT
☑	Create LR (Self Claimed)	Open (New)	22-Jul-2015 15:38:57	Y02184	ROCHDALE EX HOUR PILOT
☐	Create LR (Self Claimed)	Open (New)	22-Jul-2015 15:38:57	Y02184	ROCHDALE EX HOUR PILOT

Alert Checking

NHS

Privacy officer due to review alerts	Weekly, Monthly, Quarterly	Smartcard, N3 link	Location
Access Alert Viewer	Self claim LR, Access alert		
Review alerts	Missing info, time access, pharmacist, patient	PMR access	
Confirm details with pharmacies	Verify reason, Opening hrs., Pharm. Log, PMR info	Make notes, Esc. issues	
Close alerts	Open – new Open – inv.	No inv. Req., Inv. No action, Inv. Action taken	Log

Alerts

09
Reports & Next Steps

Summary Care Record – Community Pharmacy Training

Reports

NHS

Site

Patient

Pharmacist

Alert type

Time period

Excel extracts

Subject Access Request

Reports & Next Steps

Support

NHS

Training notes

Alert viewer demo

Generating reports demo

Quick user guide

IT trouble shooting guide

Reports & Next Steps

Action

NHS

- Watch relevant videos
- Read through HSCIC guidelines
- Understand the process
- Define your process (SOP)
- Understand the reporting function
- Log into SCR alert viewer
- Check can view alerts
- Any problems refer to the SCR Team

Reports & Next Steps

Next Steps

NHS

Complete CPPE

Provide Smartcard details

Cascade training to your team via the app

Put SCR SOP in place

Put Privacy Officer in place

Log blocked or requests for new smartcards with RA

Make appointment with RA if required

Process test patient when live

Reports & Next Steps

Thank you
Any Questions?

Email: england.londonscr@nhs.net

NHS