



NHS England and NHS Improvement



Welcome from the NHS Improvement information governance team

You can read all about **'Who we are'** on the NHSI intranet page, which introduces you to the team.

This newsletter will give you some useful information regarding information governance and records management, and how we can work together.

Please contact **NHSI.ig@nhs.net** for any information governance or records management queries.

Policies, processes, guidance and templates

During this transitional period where NHS England and NHS Improvement are coming together for joint working, you can find policies in two places:

- **The Hub**; our new joint intranet page, for policies already aligned
- **The NHSI intranet**; IG policies, procedures, guidance and templates for everything else



Have you taken your annual mandatory IG training?

Great news if you have. Everyone needs to complete their mandatory IG training every 12 months. To undertake your training, register at the **[HEE e-Learning for Health portal](#)** and follow the instructions. If you have any difficulty or need further assistance, please **[email the IG team](#)**.

Accessing systems and data

To request access to restricted areas of the corporate shared drive, specific data sets or areas of a server, you will need to complete a [Data Access Request template](#) and send it to NHSL.ig@nhs.net. Access may need to be confirmed with your line manager or information asset owner. Access is partly dependent on completion of your annual, mandatory IG training, so make sure you're up to date.

Do you have any information assets?

To meet data protection legislation, we need to keep a record of all information assets (personal and business critical data) we hold. If you're an information asset owner, administrator or think you might be, then email NHSL.ig@nhs.net who can capture this information from you. Online, bespoke information asset owner training is available, or we can come along to team meetings/run Skype sessions to take you through the legislative requirements.

Whoopsie Daisy (incident reporting)

Mistakes happen. If you think there may have been a data protection or security incident, contact NHSL.ig@nhs.net as soon as you can. If the incident is notifiable, then we need to do this within 72 hours of becoming aware.

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We are all responsible for ensuring we keep our organisations secure from cyber security threats. Some of the important things to remember:

- Keep passwords secure and complex
- Don't recognise an email or link? Don't click it.

Report it!

- Should you be sharing a contact or information? If in doubt, email NHSL.ig@nhs.net
- Do you have a distribution list with external contacts? Don't include contact details in the 'To' box;

this opens us up to phishing attacks. Use the 'Bcc' field instead.

If you'd like further advice on cyber and information security for you or your team, contact our Information Security Manager, [Muhammad Ali](#).

Records Management update

Check out the Records Management [intranet page](#) to access all our policies and guidance in relation to records management. If there is something you cannot find, please do get in touch.

Work planned for 2019 includes:

- Joint NHS Improvement and NHS England Retention and Disposal Schedule
- Monthly workshops on all aspects of Records Management
- Information Review of NHS Improvement
- Paper Archive Review

If you have queries on any aspects of records management, please contact our Corporate Records Manager, Sarah Graham, on nhsi.ig@nhs.net.

