

Data Protection Impact Assessment (DPIA)

Key Information – please be as comprehensive as possible (Section A)	
Name of Project	Document Management
Project Reference Number	
Project Lead Name	Jo Reynolds
Project Lead Title	Primary Care Development Manager
Project Lead Contact Number & Email	jo.reynolds2@nhs.net 01902 442579
Date completed	04/04/2018
Information Asset Owner <i>The senior person(s) responsible for the system/software/process</i>	Sarah Southall, Head of Primary Care
Description of project:	<p>Correspondence management involves clerical staff coding incoming clinical correspondence, taking actions where appropriate, including forwarding it to another member of the team, or passing the letter to a GP for action if a clinical decision is required. It is a more advanced task than document processing or coding alone. It requires clerical staff to be skilled and confident to make decisions about how to code a letter and its contents in the patient record, how to use an approved protocol for deciding which letters need to be sent to a GP and with what level of urgency, and when to ask for help. In order to do this effectively, staff require training and development of their skills and confidence. The aim of this programme is to obtain a standardized approach to correspondence management across Wolverhampton. This will be taught through a training programme, with the successful provider developing the protocols to compliment the training they have delivered. The successful provider will be expected to deliver training and then follow up to ensure the protocols have been implemented and the practice is utilizing the skills of those trained.</p>

<p>Will the project involve any data from which individuals could be identified (including pseudonymised data)?</p>	<p>Yes- patient records and associated correspondence</p>
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IF THE PROJECT WILL NOT INVOLVE ANY DATA FROM WHICH AN INDIVIDUAL COULD BE IDENTIFIED, YOU DO NOT NEED TO ANSWER ANY FURTHER QUESTIONS AND A FULL DPIA IS NOT REQUIRED.

If a full DPIA is **not** required, please forward Section A to the IG Officer for Arden & GEM CSU.

Email: Kelly.Huckvale@ardengemcsu.nhs.uk

The IG Officer will review and return the form with the below section completed, the form can then be presented to the relevant board for approval and sign off.

Sign Off / Approval (Section A only)

Title	Name	Signature	Date
Project Lead			
IG Officer	Kelly Huckvale		30/04/2018
IG Officer Comments	<p>I have reviewed the project description and after further discussion with the project lead, established that there are no privacy concerns. The aim of this particular project is to implementing a protocol for staff to follow to standardise the approach to correspondence management across Wolverhampton and providing training in order to do so.</p>		
Programme Board			
Programme Board Chair			

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PLEASE CONTACT THE IG OFFICER TO COMPLETE SECTION B TOGETHER.