

4 June 20

Possible data breach regarding the responses to the recent long term condition survey (relating to surveys received between 18-30 May 2020)

It has been brought to our attention that some PDF files containing the long term conditions monitoring survey that was completed via survey monkey have been uploaded onto the wrong patient records. At this point, we would like to reassure you that the actual data contained in the surveys was correctly updated onto the clinical system so clinical records were correct – it was just the supporting document that we wanted to add as an audit trail was wrong.

With Covid 19 limiting the number of face to face consultations that we can conduct, we were concerned that we might fall behind with the monitoring of your condition and so have been trialling the use of on-line surveys in order to try to continue to monitor your health. This is a new system and it is being delivered by a colleague who has been working from home and, while there is secure remote access to our systems, the screens are less clear and there are time lags when moving files around from a remote workstation due to broadband speeds. We think that it was a combination of these factors that lead to the error in attaching the wrong files to patient records. We would also reassure patients that the documents only contained: name; date of birth, and yes/no answers to general questions about a specific condition.

As soon as this error was identified to us, we went back through all the records that may have been affected and have ensured that the files are attached to the correct record. As part of our review into this data error, we have put in place a number of changes to the process to ensure that this cannot happen again.

If patients are concerned that their data may be affected, they are encouraged to contact the surgery so that we can investigate fully.

We apologise for any concern or upset that this has caused. We will write to you separately if, in the course of our investigation, we find that your survey has been viewed by another patient.

Gavin Richards
Business Manager

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Data Protection Officer