

Freedom of Information Request

Ref: 24-260

10 April 2024

By Email

Dear Sir/Madam

Thank you for your request for information under the Freedom of Information Act 2000. The Trust's response is as follows:

- We can confirm that we do hold the information you are requesting
- **Do you have a specific IG incident management policy/process you could share?**
Please see the attached document.
- **How many IG Incidents have you registered on a month by month basis, between February 2023 – February 2024?**

Incident Category	2023												2023 Total	2024		2024 Total
	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec			Jan	Feb	
Accidental verbal disclosure						2			1		2	5	1	1		2
Account or password sharing		1	1	1	1	2	1	1	1		1	10	1			1
Alleged imposter						1						1				
Covert recording	1			1			1		2			5		3		3
Incorrect storage of records	3	5	8	10		10	8	6	1	3	9	63	9	15		24
Insecure disposal of records	1	1	2			3	2	3	2	2	3	19	2	1		3
Loss or theft of records	9	2	4	2	5	3	4	8	3	2	2	44	4	4		8
Mis-filed paperwork	6	6	5	2	8	5	4	6	4	6	7	59	5	10		15
Notes in poor condition									1		1	2				
Notes unavailable or an error in tracing	3	3	1	4			2	2	3	2	3	23	3	4		7
Other policy failure	2	4	10	9	5	5	9	4	8	11	3	70	11	9		20
Sent to wrong recipient	14	7	13	16	10	13	7	14	20	18	10	142	15	16		31
Social Media Incident			1									1		1		1
Unauthorised disclosure	4	1	9	7	2	6	4	2	3	7	5	50	4	3		7
Unauthorised use of information	2	3			1	5		3	3		1	18		2		2
Unsolicited phone calls					1							1		1		1
Uploaded to incorrect record	1	3	1	1	5	1	4	4	1	4	2	27	2	2		4
Total	46	36	55	53	38	56	46	53	53	55	49	540	57	72		129

- **What method(s) are used to record and convey IG Incidents to your senior management team and how frequently does this happen i.e. do you use a dashboard and present figures at a monthly meeting?**

We have a paper that goes to the quarterly Information Risk Management Group and Audit Committee and a summary of all ICO incidents are covered in our Annual Report.

• **The amount of staff within your organisation (including any partners that also use your reporting system) that the IG Incidents reflect?**

All substantive, Bank, Agency and volunteers have access to report incidents of any nature on our incident management system.

This concludes our response. We trust that you find this helpful, but please do not hesitate to contact us directly if we can be of any further assistance.

If, after that, you are dissatisfied with the handling of your request, you have the right to ask for an internal review. Internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to:

Data Protection Officer
University Hospitals Bristol and Weston NHS Foundation Trust
Trust Headquarters
Marlborough Street
Bristol
BS1 3NU

Please remember to quote the reference number above in any future communications.

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

Publication

Please note that this letter and the information included/attached will be published on our website as part of the Trust's Freedom of Information Publication Log. This is because information disclosed in accordance with the Freedom of Information Act is disclosed to the public, not just to the individual making the request. We will remove any personal information (such as your name, email and so on) from any information we make public to protect your personal information.

To view the Freedom of Information Act in full please click [here](#).

Yours sincerely

Freedom of Information Team
University Hospitals Bristol and Weston NHS Foundation Trust