

Ref: FOIA Reference 2018/19-578

Royal Stoke University Hospital
Quality, Safety and Compliance Department
Newcastle Road
Stoke-on-Trent
Staffordshire
ST4 6QG

Date: 8th February 2019

Tel: 01782 676474
Email FOI@uhn.nhs.uk

Dear

I am writing in response to your email dated 6th January 2019 (received into our office 7th January) requesting information under the Freedom of Information Act (2000) regarding social engineering.

As of 1st November 2014 University Hospitals of North Midlands NHS Trust (UHNM) manages two hospital sites – Royal Stoke University Hospital, and County Hospital (Stafford). Therefore the response below is for the two sites combined from that date where appropriate.

Q1 I am writing to make an open government request for all the information to which I am entitled under the Freedom of Information Act 2000. Some of this request will be able to dealt with by either your information governance or / and IT department. Please send me:

Does the organisation have training that covers:

- 1. Recognising and reporting Phishing emails***
- 2. Recognising Tailgating and how to respond (challenging strangers, checking for ID etc)***
- 3. Disposal of confidential information***
- 4. Dangers of using USB sticks being given away or finding one that looks like it has been dropped***

A1 All of the above are covered in the national guidance information governance training.

Q2 Does the organisation allow the use of USB sticks?

A2 UHNM allows the use of Trust encrypted USB sticks only

Q3 Does the organisation deliver specialised training to key staff (those staff that could be targeted as part of a phishing email campaign, i.e. finance, execs etc.)?

A3 Please refer to question 1

Q4 Does the organisation perform confidentiality audits as per the Data Security and Protection Toolkit?

Can you also answer relating to the audits?

- 1. Where the audits are undertaken would these be organised with the local team manager or the head of department i.e. the director etc.?**
- 2. Would an audit ever be carried out unannounced?**

3. Do you have a policy / procedure of how to conduct the audit? – If so can you supply a copy?
4. Do you record the results on a checklist / report and return the key contact? – If so can you supply a blank copy?

A4 Please see below;

1. Audits are carried out by the Corporate Nursing Team. Audits do meet the requirement of the toolkit and meet the standards needed for the Care, Quality Commission (CQC)
2. Audits are unannounced
3. UHNM do record the audits however we are unable to provide as they are copyright protected.
4. As above

Q5 Does the organisation have confidential waste receptacles placed through the entire organisation and are they regularly emptied?

A5 The trust promotes the use of destruction of confidential waste in a confidential controlled environment.

Q6 Does the organisations Exec board receive board level training relating to Cyber Awareness?

A6 Yes

Q7 How does the organisation provide Data Security & Protection Training to staff, does the organisation use (please select all the options that are applicable):

a. Third party application package	<input type="checkbox"/>
b. Third party Trainer / class room	<input type="checkbox"/>
c. eLearning for Health Data Security Awareness	<input type="checkbox"/>
d. In house developed package	<input type="checkbox"/>
e. Combination of any of the above	<input type="checkbox"/>

A7 Please see below: training is available via e-learning. The Trust has adopted the NHS digital training package which includes local practice.

<i>a. Third party application package</i>	<input type="checkbox"/>
<i>b. Third party Trainer / class room</i>	<input type="checkbox"/>
<i>c. eLearning for Health Data Security Awareness</i>	<input type="checkbox"/>
<i>d. In house developed package</i>	<input type="checkbox"/>
<i>e. Combination of any of the above</i>	<input checked="" type="checkbox"/>

*Please note that any individuals identified do not give consent for their personal data to be processed for the purposes of direct marketing.

UHNM NHS Trust is a public sector body and governed by EU law. FOI requestors should note that any new Trust requirements over the EU threshold will be subject to these regulations and will be advertised for open competition accordingly.

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An anonymised copy of this request can be found on the Trust's disclosure log, please note that all requests can be found at the following link: <http://www.uhnm.nhs.uk/aboutus/Statutory-Policies-and-Procedures/Pages/Freedom-of-Information-Disclosure-Log.aspx>

This letter confirms the completion of this request. A log of this request and a copy of this letter will be held by the Trust.

If you have any queries related to the response provided please in the first instance contact my office.

Should you have a complaint about the response or the handling of your request, please also contact my office to request a review of this. If having exhausted the Trust's FOIA complaints process you are still not satisfied, you are entitled to approach the Information Commissioner's Office (ICO) and request an assessment of the manner in which the Trust has managed your request.

The Information Commissioner may be contacted at:

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF or via www.ico.org.uk.

If following review of the responses I can be of any further assistance please contact my secretary on 01782 676474.

Yours,



Leah Carlisle
Deputy Head of Quality, Safety & Compliance