

INFORMATION GOVERNANCE POLICY

Introduction

Information is a crucial asset, essential to the effective clinical management of clients and the proficient operation of services and resources. This includes our digital infrastructure and IT systems, which are integral to maintaining, storing, and sharing this information. Recognising this, it's vital to efficiently manage information with robust policy, procedures, and management accountability and structures, providing a strong governance framework.

Principles

Nafsiyat Intercultural Therapy Centre balances openness with confidentiality in managing and utilising information. We support corporate governance principles and public accountability while equally valuing confidentiality and necessary security measures to safeguard personal information about clients and staff, as well as commercially sensitive information.

We acknowledge the need to share client information with other health organisations in a controlled manner, considering clients' interests and, in some circumstances, the public interest.

We believe accurate, timely, and relevant information is key to delivering top-tier health care. All staff are accountable for ensuring and promoting information quality and actively using information in decision-making processes.

Our information governance policy is centred on four key principles:

- **Openness:** We're committed to making non-confidential information about Nafsiyat and our services accessible to the public, in a manner that follows the Freedom of Information Act 2000. We conduct annual assessments and audits of our policies for openness. Clients should have easy access to information related to their own health care, treatment options, and rights as clients.
- **Legal compliance:** We treat all personal identifiable information as confidential and carry out annual assessments and audits of our legal compliance. We consider identifiable personal information relating to staff as confidential, except where national policy on accountability and openness requires otherwise. We comply with the Data Protection Act 2018, Human Rights Act 1998, common law confidentiality, ISO/IEC 27005:2011 and the NHS Data Security and Protection Toolkit. We also ensure controlled and appropriate sharing of client information with other agencies, following relevant legislation.

- Information security: We have established policies for the effective and secure management of our information assets and resources, including robust IT systems, secure access controls, and data encryption. We undertake annual assessments and audits of our information and IT security arrangements. We promote effective confidentiality and security practices to our staff, including ongoing training and the use of secure communication channels, and investigate all reported breaches of confidentiality and security.
- Quality assurance: We have established policies and procedures for information quality assurance and effective records management. We carry out annual assessments and audits of our information quality and records management arrangements. Managers take ownership of and aim to improve the quality of information within their services and teams. We ensure, as much as possible, that information quality is assured at the point of collection.

Responsibilities

Nafsiyat's Chief Executive defines the Centre's information governance policy, considering legal and NHS requirements, and ensures sufficient resources are available to support policy requirements. The Chief Executive also stays updated with evolving legal and industry-standard requirements for information governance.

Our designated Information Governance Lead is responsible for:

- Overseeing day-to-day information governance issues
- Developing and maintaining policies, standards, procedures, and guidance
- Coordinating information governance activities
- Raising awareness of information governance
- Ensuring ongoing compliance with the policy and supporting standards and guidelines.
- All staff, whether permanent, temporary, or contracted, are responsible for ensuring they comply with the information governance policy in their daily work.

Delivery

Nafsiyat recognises the value of information as an asset and is committed to its appropriate governance, protecting the interests of all stakeholders. We ensure all staff, contractors, and other relevant parties observe this policy, contributing to achieving Nafsiyat's objectives and the delivery of effective healthcare to the local population. Nafsiyat is committed to a continuous process of monitoring, assessment, and improvement of its information governance practices.



Document revision history

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