

**ACCESS TO NHS FIFE HEALTH AND SOCIAL CARE PORTAL /  
EMERGENCY CARE SUMMARY (ECS)  
AGREEMENT FOR COMMUNITY PHARMACY STAFF**

**PLEASE READ THIS INFORMATION BEFORE COMPLETING THE  
SYSTEM ACCESS REQUEST FORM**

**DO's**

- Gain patient consent to access information through ECS
- Check the accuracy of the data with the patient
- Only access the data that you require, to provide the service to the patient
- Use to access information to support clinical checks for patients who don't normally attend the Pharmacy
- Use to support Pharmacy First / Pharmacy First Plus consultation where patient is unable to give a complete list of medication

**DONT's**

- **Don't access your own information**  
Accessing your own records on Clinical Portal or ECS for any purpose is not allowed. This includes checking clinical results, viewing clinical appointments or ascertaining CHI number.
- **Don't access family member's information**  
Accessing your family's or partner's records for any purpose is not allowed including checking dates of birth and addresses, even if they have given you permission. Accessing your child's record is also not permissible.
- **Don't access neighbours' information**  
Accessing neighbours' records, even at their request, is not permitted unless the neighbour is a patient and you are directly involved in their treatment.
- **Don't access your colleagues' information**  
Accessing colleagues' records, even at their request, is not permitted unless the colleague is a patient and you are directly involved in their treatment.
- **Don't access a high profile patient's information**  
All individuals are entitled to the same level of privacy and confidentiality no matter who they are.
- **Don't breach when training staff**  
When demonstrating a clinical system to new starts do not use your own record or theirs. Show them the system the next time you need to access it with a patient's consent.

## **PHARMACY ACCESS TO NHS FIFE HEALTH AND SOCIAL CARE PORTAL/ECS**

### **Contractor Responsibilities**

Each contractor agreeing to use the NHS Fife Health and Social Care Portal / ECS must ensure that their staff are aware that personal data is regarded as strictly confidential and used only for the purposes of reviewing ECS, eKIS and discharge information.

- Each contractor is responsible for promoting an effective information management culture, including information security, through the continued delivery of awareness and training about the Portal/ECS.
- Each contractor is responsible for ensuring that use of the Portal adheres to the principles of data protection contained in the Data Protection Act 2018 the General Data Protection Regulation (GDPR) (known collectively as the DPA legislation)
- Each contractor must nominate at least one “Point of Contact” who is responsible for keeping an up-to-date list of staff with access to the Portal. Any changes must be notified by the “Point of Contact” to the NHS Fife Digital and Information Service Desk 01592 648028 – including:
  - when a staff member no longer works within your business
  - when staff are suspended from employment to ensure their Portal system access is suspended for the duration
- A designated representative of the contractor must authorise the request form below. This may be, for example, an Area Manager of the individual requesting access.

### **User Responsibilities**

- Only access the data and records necessary for your assigned tasks.
- Be aware your password must be changed every 90 days and you are responsible for keeping user details secure.
- Report issues or faults to your Line Manager (Contractor), who in turn should report issues to the NHS Fife Digital and Information Service Desk.
- Be aware that use of the Portal / ECS is audited, and audit information is stored on the Portal / ECS record.
- Always log out of the system after patient information has been viewed.

## CLINICAL PORTAL / ECS ACCESS REQUEST FORM

<b>Title: (Dr, Mr, Mrs etc)</b>	<b>Forename:</b>	<b>Middle initials:</b>	<b>Surname:</b>
<b>Work Telephone No/ext:</b>	<b>Job Title:</b>	<b>Pharmacy:</b>	
<b>NHS email address:</b>			
<b>Previous name if changed in last 5 years:</b>			
<b>Professional Registration Number: (if applicable)</b>			
<b>I am requesting: (please tick as applicable)</b>			
<b>Portal Access</b> (Pharmacists & Technicians) <input type="checkbox"/>		<b>ECS Access</b> (Pharmacists only) <input type="checkbox"/>	

I agree to comply with the Contractor and User Responsibilities set out above in relation to the NHS Fife Health and Social Care Portal and Emergency Care Summary (ECS). I understand that I am responsible for all transactions carried out under my User ID and will not share my User ID and password with anyone. I acknowledge that contravention can lead to legal and/or disciplinary action against me, up to and including dismissal.

It is highly likely that whilst using the NHS Fife Health and Social Care Portal / ECS you will see confidential information available to you that is not required for the specific purpose you are accessing the Portal / ECS.

This will relate to patients who have or are receiving treatment from NHS Fife, employees of NHS Fife or to some other business confidential data.

This information is strictly confidential and should not be shared with any other person. NHS Fife has a duty to fulfil its obligations under the General Data Protection Regulation and any associated UK legislation. Any breach of confidentiality is an offence and may result in the imposition of a substantial fine.

You must follow all NHS Fife policies and procedures in relation to Data Protection, Confidentiality and Information Security.

By signing this document (on page 4), you have read the guidance provided, you understand that your use of NHS Fife Health and Social Care Portal will be audited, and you may have to clarify the reason(s) you were in a particular health record.

## **DECLARATION OF CONFIDENTIALITY**

I, (insert user's full name).....

understand that within the course of my activities in accessing the NHS Fife Health and Social Care Portal / Emergency Care Summary, I may observe confidential information relating to patients who have or are receiving treatment from NHS Fife, employees of NHS Fife or such other affairs involving NHS Fife or other health service business. Examples of confidential information includes but is not limited to the following: results of clinical investigations, personal details of patients or staff members, confidential business, administrative or financial information or information contained in health, administrative or staff records.

I understand that failure to adhere to the above conditions may result in prosecution against me and/or my employers (where applicable). I also note that NHS Fife reserves the right to recover from me/my employer any fines and costs incurred as a result of data loss.

### **To be completed by applicant:**

<b>Applicant's Signature:</b>	
<b>Applicant's Designation:</b>	
<b>Date:</b>	

### **To be completed by authorising Contractor (designated representative) to approve system access:**

<b>Contractor's Name:</b>	<b>(BLOCK CAPITALS)</b>
<b>Contractor's Designation:</b>	
<b>Contractor's Signature:</b>	
<b>Date:</b>	