



Think
Before You
Click!

MEMO of the week

Patient
information
is confidential.
Protect it.
It's everyone's
responsibility.

EVERY ACCESS COUNTS

Patient records are not for curiosity.

Every access to a patient record should have a legitimate, authorised purpose. Inappropriate access can undermine patient trust, breach confidentiality and may lead to serious disciplinary and legal consequences.



Access with a purpose

Only access patient records when you have a legitimate reason connected to your role and the patient's care.



Every access leaves a trail

Clinical systems record who has accessed a record, when and why. Activity may be monitored, reviewed and audited.



Curiosity is not a reason

Do not look at records belonging to friends, family, colleagues, yourself or anyone you do not have a legitimate work-related reason to view.



Use the right permissions

Staff should only have access appropriate to their role and responsibilities. Do not request or use access you do not need.



Keep access secure

Never share passwords, leave accounts unlocked or use another person's login. Always follow your practice's IT security and information governance policies.



Speak up about concerns

If you suspect inappropriate access or accidental access, report it promptly to your practice's information governance lead, Caldicott Guardian or line manager.



A few jobs for this week...



Review staff access permissions and role-based access.



Check your starters, movers and leavers procedures.



Remind staff that access to patient records is monitored and may be audited.



Review how your practice identifies and investigates unusual access.



Reinforce confidentiality expectations at your next team meeting.

Remember...

- ✓ Access with a legitimate purpose
- ✓ Do not use records out of curiosity
- ✓ Keep your login details secure
- ✓ Follow your practice policies
- ✓ Report any concerns



Find out more

Read our full guide on Preventing Inappropriate Access to Patient Records:

locumpm.co.uk/guides/preventing-inappropriate-access-patient-records/



Protecting patient information helps maintain trust and keeps our communities safe.

Confidential records. Trusted care. Everyone's responsibility.