



# Better informed means better care

Dorset Care Record brings all your health details together so medical and social care staff **can give you the best possible care**

## Dorset Care Record Sensitive Records



For more information please visit:

[www.dorsetforyou.gov.uk/dorset-care-record](http://www.dorsetforyou.gov.uk/dorset-care-record)

# Restricted Records

Restricted records are not the same as an opted out records.

Restricted records are used to protect the location of vulnerable patients in high risk categories, such as, witness protection.

NHS Digital has a legal responsibility to maintain a national register of NHS patients and this responsibility is fulfilled by using the Personal Demographic Service (PDS) which is the authoritative source of NHS demographic data.

However, there are cases where access to a patient's data has to be **strictly controlled**. Access to demographic data can be restricted on request by, or on behalf of, any NHS patient who consider their location detail should not be accessible.

Please click [here](#) for more detailed information about restricted records.

# Personal Demographics Service Fair Processing

The Personal Demographics Service (PDS) is the national electronic database of NHS patient details such as name, address, date of birth and NHS Number (known as demographic information).

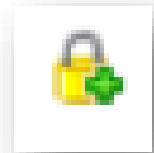
Patients registered for NHS services are required to have a record on the PDS, and therefore cannot 'opt out' of the PDS. However, they can request that their record is marked 'Sensitive' which limits the detail that can be seen by anyone viewing their PDS record to name, NHS Number and DOB, with no contact or location details visible.

This is normally done by the patient requesting that their GP contacts NBO (National Back Office) to apply the 'Sensitive' flag. For this reason a restricted record may also be known as a sensitive record.

For further information please visit [NHS The Personal Demographics Service webpage](#)

# Sensitive Records – Search results

When you search for a record within DCR, if the search results show a padlock next to a record, this indicates that the record has been flagged as **sensitive** on the national demographic index.



Within the search result, you would also see that the address has been concealed with a series of “x”s.

### Person Search

This identifier search performs an EXACT match only.

NHS Number  Other Identifier

This demographic search will match similar sounding names e.g. Mick will match Michael and Mickey. Use % to match any text e.g. Sa% matches Sam and Sarah.

Name

Born

Gender

Include Deceased

<input type="checkbox"/>	NHS Number	Other Identifiers	Name	Born (Age)	Gender	Address	Post Code
<input type="checkbox"/>	 999 051 1713	HE00018611 (RBCHFT CaMIS)	DONOTUSE , Xxtestpatient-tboz	17-Mar-2005 (14 years 9 months)	Female	XXXXXXXXXX, XXXXXXXXXXXX, XXXXXXXXXXXX, XXXXXXXXXXXX, XXXXXXXXXXXX, (Main Permanent)	XXX XXX ext. XXXXX

# Viewing a sensitive record in DCR

Before opening a sensitive record, you will be prompted to select a reason from the drop-down list. **You should always choose “View Sensitive Information”**.

## Access Sealed patient

A reason is required to view information about this patient.

Reason

– Select Reason –

This citizen's address and contact details are sensitive. Please select “View Sensitive Information” from the drop down list below and enter in a reason for access. Auditing occurs on access to these records. This information has been masked within standard locations in the Dorset Care Record, however it may still be available within documents and clinical data presented herein. By accepting this disclaimer, you are acknowledging the sensitive nature of this citizen's location and agree not to share this information.

Break Privacy Seal

Cancel

## Access Sealed patient

A reason is required to view information about this patient.

Reason

This citizen's address and contact details are sensitive. Please select “View Sensitive Information” from the drop down list below and enter in a reason for access. Auditing occurs on access to these records. This information has been masked within standard locations in the Dorset Care Record, however it may still be available within documents and clinical data presented herein. By accepting this disclaimer, you are acknowledging the sensitive nature of this citizen's location and agree not to share this information.

– Select Reason –

View Sensitive Information

[PRIVACY OFFICER ONLY] Opting Out

[PRIVACY OFFICER ONLY] Opting Out on behalf of someone

[PRIVACY OFFICER ONLY] Opting In

[PRIVACY OFFICER ONLY] Opting in on behalf of someone

[PRIVACY OFFICER ONLY] Subject Access Request

[PRIVACY OFFICER ONLY] Breach investigation

[PRIVACY OFFICER ONLY] Status Enquiry

[PRIVACY OFFICER ONLY] Other (Please specify)

You will then see a **Comments** box appear where you are required to enter the reason for accessing this record.

The next slide contains important information about this.

# Providing a Reason for Breaking a Seal

You will be asked to provide a reason (purpose) why you need to access a sealed record, in the **Comments** box. **You must give a reason.** This is to protect both yourself and the person you are providing support to, in the event of any future enquiry. You may wish to also record this action within your own system.

If you know you have not input a reason, for example the Comments box didn't appear, it is important that you contact the DCR Privacy Officer as soon as you can, either by phone or by email (details at the end of this module).

After entering a reason and reading the Sensitive Record statement, click on the **Break Privacy Seal** button to view the record. **By clicking this, you acknowledge that you understand the statement given.**

The action of breaking the seal will be tracked in the audit record, along with the reason you gave for needing to access the record.

# Person Banner

After accessing a sensitive record, the person banner will display a red sensitive badge, and no other details deemed sensitive, such as **Address** and **Contact Details**

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**DONOTUSE, XXTESTPATIENT-TBOZ (Ms)**  
BORN 17-Mar-2005 (14y 9m) GENDER Female

NHS Number 999 051 1713 X

RBCHFT CaMIS HE00018611

Home

0

Care PROFESSIONAL (ORI... ▼)

LOGOUT

ADDRESS **SENSITIVE**

CONTACT DETAILS **SENSITIVE**

GP PRACTICE STOUR SURGERY

ALERTS NOT RECORDED

ALLERGIES NOT RECORDED

▼

In addition, the expanded view of the patient banner will not display any of the sensitive information either, and as above, will only display the red sensitive badges.

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**DONOTUSE, XXTESTPATIENT-TBOZ (Ms)**  
BORN 17-Mar-2005 (14y 9m) GENDER Female

NHS Number 999 051 1713 X

RBCHFT CaMIS HE00018611

Home

0

Care PROFESSIONAL (ORI... ▼)

LOGOUT

ADDRESS **SENSITIVE**  
The patient's address and contact det...  
more...

CONTACT DETAILS **SENSITIVE**  
The patient's address and contact de...  
more...

GP PRACTICE STOUR SURGERY  
GP PHONE 01202 464500  
more...

ALERTS NOT RECORDED  
There is no alerts information about ...  
more...

ALLERGIES NOT RECORDED  
There is no allergy information abou...  
more...

▲



Any Alternative addresses or contact details will be omitted from the Additional Details view for a Sensitive record.

DONOTUSE, XXTESTPATIENT-TBOZ (Ms)

BORN 17-Mar-2005 (14y 9m) GENDER Female

NHS Number 999 051 1713

RBCHFT CaMIS HE00018611

ALERTS NOT RECORDED

There is no alerts information about this ... more...

ALLERGIES NOT RECORDED

There is no allergy information about this... more...

ADDRESS SENSITIVE

The patient's address and contact details ... more...

CONTACT DETAILS SENSITIVE

The patient's address and contact details ... more...

GP PRACTICE STOUR SURGERY

GP PHONE 01202 464500

more...

Summary GP Record Patient Task List

Documents Showing All Mark All As Read Group By Category Sort By Date

Summary

Additional Details

Circle Of Care

Collaborative Worklists

Goals and Actions

Send Citizen Feedback

There are no items to display

Additional Details

Full Name	DONOTUSE, XXTESTPATIENT-TBOZ (Ms)
Born	17-Mar-2005 (14 years 9 months)
Gender	Female
NHS Number	999 051 1713
Other Identifier(s)	D802696 (DCHFT PCS) 1268834 (DHUFT RIO) HE00018611 (RBCHFT CaMIS)
Ethnicity	Irish
Nationality	-
Language	-
Interpreter Required	-
Religion	-
Marital Status	Not known
Race	-
Birth Place	-
Overseas Visitor Status	-
Disability Recorded	-
Living Alone	-

GP Details

GP Name	GADSDEN HF
GP Practice	STOUR SURGERY
GP Address	THE STOUR SURGERY, 49 BARRACK ROAD, CHRISTCHURCH, BOURNEMOUTH, DORSET, BH23 1PA
GP Phone	01202 464500

Addresses

Main Permanent	XXXXXXXXXX, XXXXXXXXXX, XXXXXXXXXX, XXXXXXXXXX, XXXXXXXXXX, XXXXXXXXXX, XXX XXX
Main Business	-
Temporary Residence	-

Contact Details

Personal Email	-
Primary Home Phone	-
Mobile Phone	-
Primary Business Phone	-

Aliases

-	XXTESTPATIENT-TBOZ, DONOTUSE
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# Support and Information Links

For further information, please use the details below:

## Privacy Officer

- Privacy Officer, Dorset Care Record Partnership, County Hall, Colliton Park, Dorchester, Dorset. DT1 1XJ
- [DCRPrivacyOfficer@dorsetcc.gov.uk](mailto:DCRPrivacyOfficer@dorsetcc.gov.uk)
- ☎ 0345 200 0026

## DCR Staff Area

- Information regarding any known issues, planned outages or updates to the system will be publicised on the [DCR Staff Area](#)

## Service Desks / IT Support

- Each organisation will provide support for their staff using the DCR system.
- Contact details for all of these will be available on the DCR Staff Area website, which can be accessed below, or from the LINKS area on the main DCR menu

Additional Information and support available via the Staff Area of the DCR website, which can be accessed from **LINKS** on the main DCR menu, as shown below:

► RECORDS

► WORKLISTS

▼ LINKS

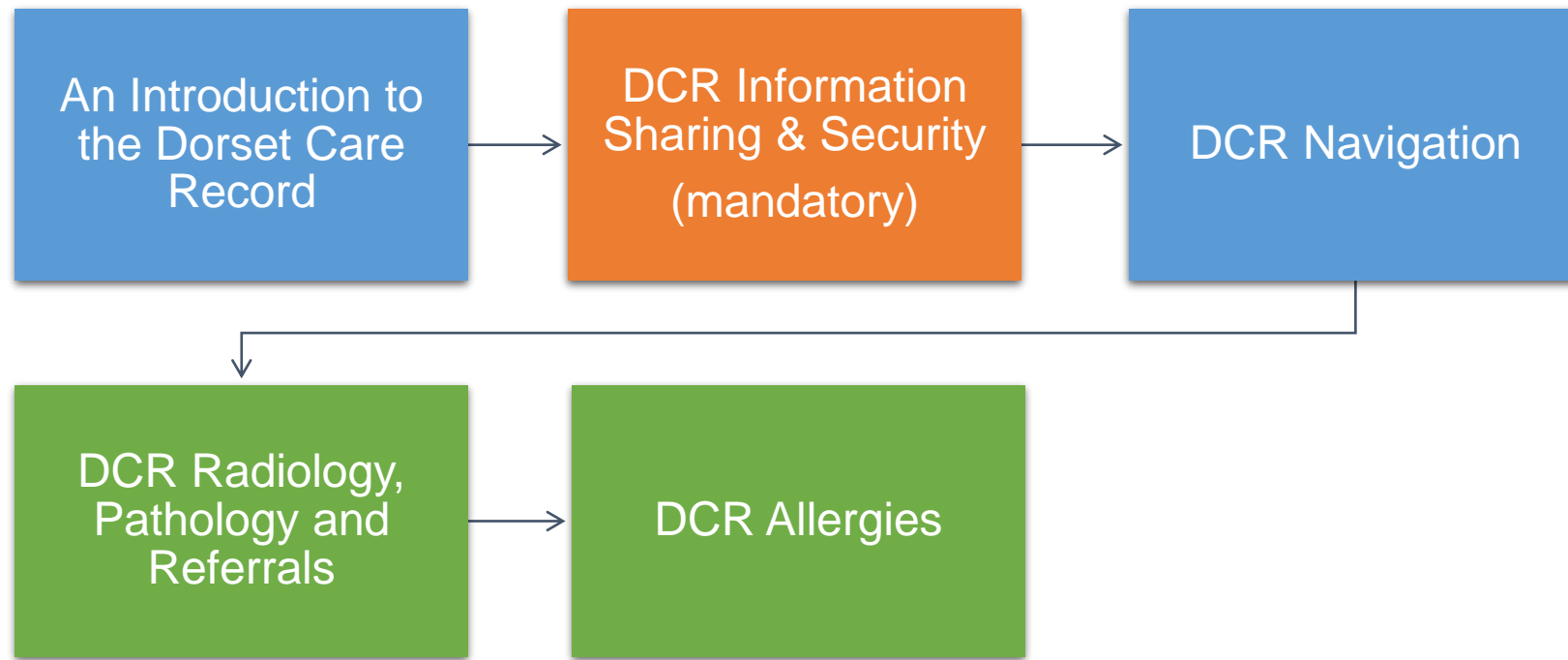
DCR Website

DCR Staff Area

Privacy Notice

# Further Learning

To view other training available for the Dorset Care Record, if you haven't already, please view the additional DCR learning modules, to support your understanding of DCR:



# Disclaimer

The screenshots in this training guide are taken from a test system and as such may vary slightly to the live DCR system.

Screenshots in this training guide do not contain any real patient data.

Data provided by source systems is read-only in DCR; e.g. the patient's address from a source system will be shown in DCR but if this needs to be updated, this must be done in the source system.

## End of module

You can now exit by clicking "Exit" in the top right corner