



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**

How to view a sensitive record in the DCR



For more information please visit:
news.dorsetcouncil.gov.uk/dcr-staff-area

Sensitive Records

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.

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.

Sensitive records are used to protect the location and contact details of vulnerable patients in high-risk categories, such as, witness protection.

The patient normally requests that their GP contacts NBO (National Back Office) to apply the 'Sensitive' flag.

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** (i.e. a closed padlock with a green cross) 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. 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.

NHS Number Name

Other Identifier

Born

Gender

Include Deceased

	NHS Number	Other Identifiers	Name	Born (Age)	Gender	Address	Post Code
<input type="checkbox"/>	9990511713	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

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

- 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)

Breaking the Seal

You will then see a **Comments** box appear where you are required to enter the reason for accessing this record. This is to protect both yourself and the person you are providing support to, in the event of any future enquiry.

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.

Access Sealed patient

A reason is required to view information about this patient.

Reason

Comment *

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

Person Banner

After accessing a sensitive record, the person banner will display a red sensitive badge over the details deemed sensitive, such as **Address** and **Contact Details**



Person banner for DONOTUSE, XXTESTPATIENT-TBOZ (Ms). The banner includes patient details (NHS Number, BORN, GENDER, RBCHFT CaMIS), a user profile (Care PROFESSIONAL), and navigation icons. Below the patient details, there are five sections: ADDRESS, CONTACT DETAILS, GP PRACTICE, ALERTS NOT RECORDED, and ALLERGIES NOT RECORDED. The ADDRESS and CONTACT DETAILS sections have red 'SENSITIVE' badges.

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.



Expanded view of the person banner for DONOTUSE, XXTESTPATIENT-TBOZ (Ms). The layout is similar to the first screenshot, but the sensitive information is redacted. The ADDRESS and CONTACT DETAILS sections now show the text 'The patient's address and contact det... more...' and have red 'SENSITIVE' badges. The GP PRACTICE section shows 'STOUR SURGERY' and 'GP PHONE 01202 464500 more...'. The ALERTS NOT RECORDED section shows 'There is no alerts information about ... more...'. The ALLERGIES NOT RECORDED section shows 'There is no allergy information about ... more...'. A blue arrow icon is visible in the top right corner of the expanded view.

Additional Details

Any 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

ADDRESS **SENSITIVE** CONTACT DETAILS **SENSITIVE** GP PRACTICE STOUR SURGERY
The patient's address and contact details ... *The patient's address and contact details ...* GP PHONE 01202 464500
 more... more... more...

ALERTS NOT RECORDED **ALLERGIES NOT RECORDED**
There is no alerts information about this ... *There is no allergy information about this ...*
 more... 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, XXXXXXXXXXXX, XXXXXXXXXXXX, XXXXXXXXXXXX, XXXXXXXXXX, XXXXXXXXXXXX, 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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Padlock Symbol within the DCR

<input type="checkbox"/>	962 034 4472	989898 (DHUFT SystemOne)	MORRISON, DOROTHY	Female
<input type="checkbox"/>	 570 020 0716	HE00017041 (RBCHFT CaMIS)	DODD, PATRICIA	Female
<input type="checkbox"/>	 -	D802122 (DCHFT PCS)	COPATH, Blake	Male



	No padlock	Open record
	Open padlock	Sensitive record recently opened by yourself (within the last 24h), which can be accessed directly without the need to break the privacy seal again.
	Closed padlock with a green cross	This record is currently locked, please follow the steps outlined before on how to view a locked/sensitive record.



Access further **support and information** from
<https://news.dorsetcouncil.gov.uk/dcr-staff-area/learning-resources/>



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. There are various level of restrictions and sensitivities being applied within the Partner's systems, and the DCR respects and displays the data as provided by the Partners.

The information contained within the NHS Dorset system (the Spine) is the overriding system for updating demographics.