

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.

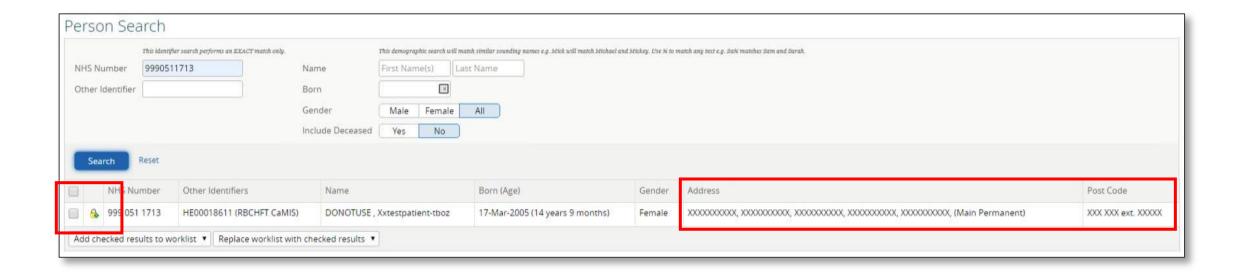
For further information please visit NHS The Personal Demographics Service webpage



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.

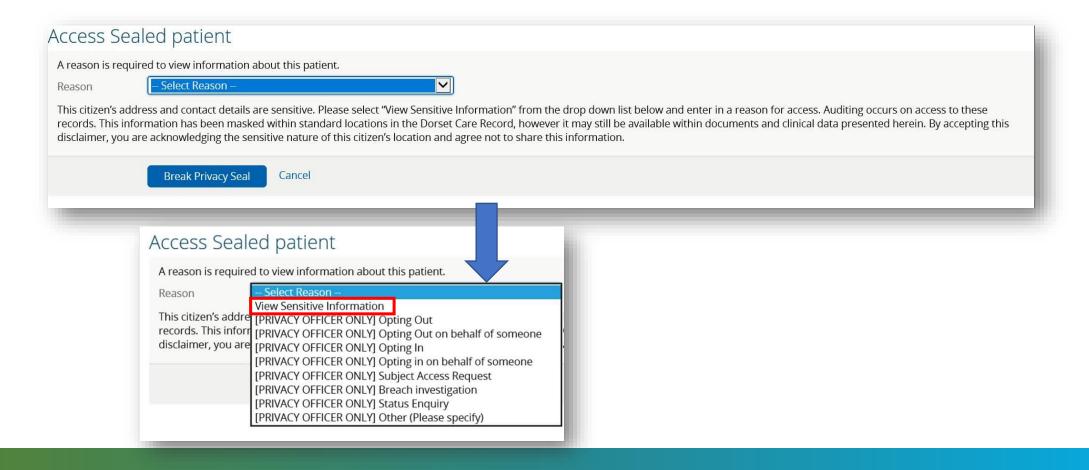
Within the search result, you would also see that the address has been concealed with a series of "x"s.





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"**.





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.

A reason is required to view information about this patient. Reason View Sensitive Information 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**



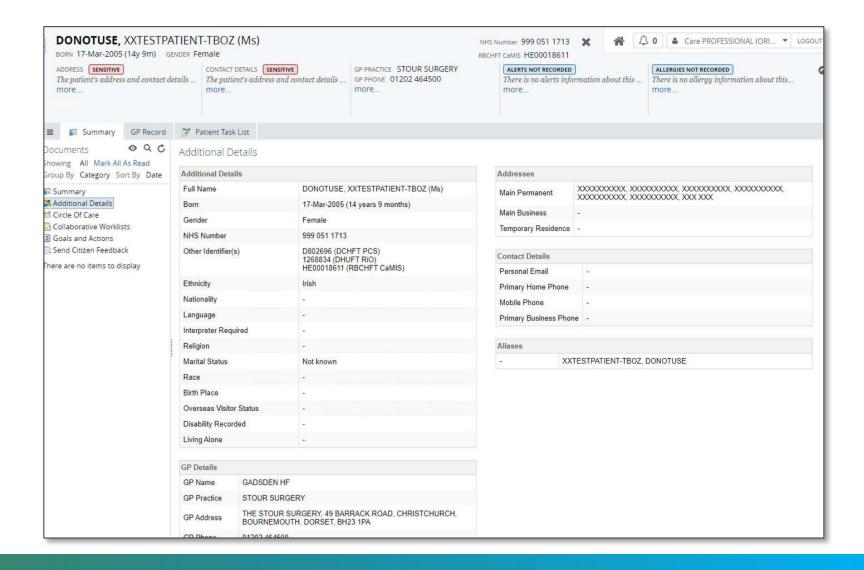
In addition, the expanded view of the patient banner will not display any of the sensitive information either, and as above, will only display the red sensitive badges.





Additional Details

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





Padlock Symbol within the DCR

962 034 44 570 020 07		MORRISON, DOROTHY Female DODD, PATRICIA Female COPATH, Blake Male
	No padlock	Open record
6	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.
<u>₽</u>	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.