**Data Quality Policy**

**Introduction**

Shotfield Medical Practice is committed to supplying complete, accurate and timely data in order to provide quality healthcare for its patients. We act as Data Controller for the personal data of our patients centred upon the patient record. We are committed to maintaining the patient record’s integrity, availability and confidentiality.

This Data Quality Policy is our policy for ensuring the accuracy of information which we store and process.

**Purpose**

The availability of accurate and timely data is vital for the safety of the people we care for and the safe and responsible running of our organisation. This policy applies to all of our staff both clinical and non-clinical and outlines the following procedures.

1. Procedures for ensuring data accuracy
2. Procedures for correcting errors

**Scope**

This policy includes in its scope all data which we process either in hardcopy or digital format; this includes special categories of data, especially health data;

This policy applies to all staff, including temporary staff and contractors.

**Approach**

* All the systems used to process patient data and staff data are held on our Information Asset Register and we allocate an Information Asset Owner for each system.
* We follow NHS data standards and will conduct audits to ensure that these standards are met.
* When developing new systems and processes, we seek to use a data quality by design approach; similarly when reviewing existing systems, we are looking to protect existing standards of data quality, improving them wherever possible.
* All staff are trained in our systems and have contractual clauses to ensure commitment to data quality. They must comply with this policy and the practice based systems and process that reflect it, clarifying any areas of doubt or concern with their line manager.
* All staff must take action to ensure that erroneous data is corrected and/or notify their line manager if an error occurs, or if they spot an error committed by any other member of staff.
* Staff must be aware that data accuracy is a contractual and legislative requirement and that breach of this policy might result in disciplinary action.
* The Practice has access to a Data Protection Officer who advises on data protection issues. These issues often include data quality and accuracy of information.

**Data Quality Standards**

All staff must ensure that the following Data Quality Standards are followed:

Validity

All data items entered into or supported by practice systems must be valid

Wherever codes are used they must comply with national standards or map to national values.

Our systems are programmed to accept only valid entries. This facility should not be over-ridden by any staff member.

Completeness

All relevant data items must be entered to ensure that a record is complete.

Consistency

The practice strives for consistency of understanding across all of its staff so that each data item has a commonly shared meaning. If staffs are unsure regarding a data item, they must seek clarification. Required standards and lessons learned are the responsibility of the Information Asset Owner for that system.

Accuracy

Whether entered into a manual or an electronic system, all staff must ensure that data is accurate the first time that it is entered. The practice will endeavour to check patient’s contact details wherever practicable.

Timeliness

Data will be entered or recorded in a timely manner to enable care to be delivered effectively and for the practice as a business to operate efficiently.

**Procedures for the correction of errors**

* In line with national legislation including the UK GDPR and 2018 Data Protection Act, individuals have the right to have access their personal data which we process and store. Staff and patients have the right to the amendment of said records in the instance that their records are inaccurate or incomplete.
* Where at all possible, in the instance that we have appropriately shared that individual’s records with any third party we will inform this third party of the amendment if appropriate.
* In all cases we will respond to a request for amendment within one month. Should the request be complex this may be extended for two months, however we will inform the individual in writing of the extension and the reasons why it is required within one month.
* To request their records to be amended staff or service users should contact us with the request for amendment either verbally or in writing. If the amendment is due to the record being incomplete, then the individual should also provide the supplementary information to update the record.
* Where a patient wishes to object to the processing of their data, the must contact the practice’s Data Protection Officer, using the contact details in the Practice’s Privacy notice. All other data concerns should be raised with the Practice Manager, preferably in written form.

**Data Quality Assurance**

The practice will undertake audits to assure the quality of data. Data quality will be a feature of staff performance appraisals.

The practice will provide evidence of its commitment to data quality via its annual Data Security and Protection Toolkit submission.

**Data Quality and Information Governance**

All person-identifiable data (PID) collected and processed by the practice will only be accessed and shared by authorised staff for appropriate healthcare and business purposes. All patient PID shared will be for purposes beneficial to patient health and with partners and organisations both within and outside the NHS that have put appropriate technical and organisational resources in place to treat PID securely.

For further details see the Practice’s Data Protection policy.

**Data Quality Responsibility**

The Senior Information Risk Owner (Practice Manager) has the overall responsibility for Data Quality policies and procedures being reviewed regularly, for staff training in data quality and for monitoring data quality throughout the organisation, for responding to amendment requests and recording the outcome of any request and for ensuring the quality of records and making sure that staff understand their commitments in ensuring data quality.