

Care Home Application & Agreement for Online SystmOne GP Records

This application and agreement should be completed by Care Homes who require access to their residents GP record through the Online SystmOne Service.

One form should be completed for each GP Practice the care home has residents registered with.

Once completed, the Care Home is required to print, sign and scan this document and email it using their nhs.net account to the nhs.net email account of the relevant practice. The GP Practice will be in contact in due course.

Section 1 – GP Practice and care home details

1.1	Name and address of GP Practice.	
1.2	Name of Care Home	
1.3	Address	
1.4	Telephone number	
1.5	Email address	
1.6	Care home managers full name & contact details	

Section 2 – Type of care home

2.1	Is the care home noted in Section 1 above, owned by a Local Authority (LA)?	Yes / No
2.2	If you answered yes to question 2.1, please provide the name of the LA.	
2.3	Is the care home noted in Section 1 above part of a group of care homes e.g. BUPA?	Yes / No
2.4	If you answered yes to question 2.3, please provide the name, address and telephone number of the company/group.	
2.5	Is the care home noted in Section 1 a single, non-LA owned care home e.g. not part of a group of care homes or owned by the LA?	Yes / No

Please ensure you read the following before completing section 3

Care Homes will only be granted access to SystmOne Online GP Records if they are able to demonstrate that they or the legal entity that manages/owns them have:

- **A registration with the Information Commissioners Office (ICO)** www.ico.gov.uk
All organisations who process personal identifiable data are required to register with the ICO – this includes care homes. You can search for your Registration Number by going to <https://ico.org.uk/about-the-ico/what-we-do/register-of-fee-payers/> alternatively please check with your Data Protection Officer (DPO, whose details should be on your Fair Processing Notice (FPN)).
- **Completed and submitted the latest version of the Data Security & Protection Toolkit** www.dsptoolkit.nhs.uk (previously known as the IG Toolkit)
A new version of this toolkit is published each year (normally between April & June). Final submissions have to be completed by 31st March the following year.

Type of Care Home	ICO Registration	DSPT
Local Authority (LA) owned care homes	You may be registered as part of your LAs registration.	Your LA may have done one submission which included all LA owned care homes. Please check with your DPO.
One of multiple care homes owned by a group e.g. BUPA	You may be covered under the registration of your care home group. Please check with your DPO, whose details should be on your Fair Processing Notice (FPN).	The company that owns your care home may have done one submission which included all care homes it owns. Please check with your organisations DPO
Single privately owned care homes that are not part of a care home group or owned by a LA.	You should have your own registration in the name of the care home (or trading name if different).	Your care home should have submitted its own DSPT.

Section 3 – Details of Care Home

3.1	Name of your DPO (see notes above)	
3.2	Contact details for your DPO	
3.3	Registration Number with the ICO (see notes above)	
3.4	Date registered from	
3.5	Date registration expires	
3.6	Month and year of latest DSPT submission date (see notes above)	
3.7	Version submitted	
3.8	Did you meet the mandatory Assertions?	
3.9	If you answered no to question 3.8 do you have an approved improvement plan in place?	

Section 4 – Declaration (to be signed by care home manager, Caldecott Guardian, DPO or a senior member of staff who has a high level of knowledge around Information Governance).

Before a GP practice is able to approve an application they need assurance that they (the care home), have appropriate technical and organisational measures in place to protect the residents information.

By signing this section you are providing assurance that the Care Home noted in Section 1 has appropriate *technical and organisational measures in place to protect resident's information from unlawful processing, disclosure or sharing, unauthorised access and accidental loss, theft, destruction, or damage*, and that these measures are as required by the DSPT and Data Protection legislation (General Data Protection Regulations (GDPR), Data Protection Act 2018) and include:

- Policies and procedures to protect resident's information, which all staff who work for or on behalf of the care home have access to and can comply with.
- A retention and destruction policy which is in line with the requirements of the Health & Social Care Records Management Code of Practice 2016
- An Information Governance/Data Protection/Confidentiality training programme which ALL staff are required to complete/attend annually.
- Appropriate contracts in place with any third party data processors.
- An up to date and published Privacy Notice/Fair Processing Information as required by GDPR.
- Appropriate contracts in place with any third party data processors.
- Procedures for staff and those working on behalf of the care home to report breaches of confidentiality or near misses.
- Procedures for the investigation and reporting of breaches of confidentiality (including reporting such incidents to the ICO).
- Procedures for conducting regular audits to identify any inappropriate access to resident's information.
- A robust 'Starters and Leavers' process in place to ensure the relevant GP Practice is informed as soon as a user of the SystmOne Online GP Record is revoked.
- Robust processes and procedures in place to recognise and deal with residents rights under GDPR.

You are also signing to confirm that you understand the following:

- The Care Home is responsible for ensuring regular audits are conducted using the SystmOne audit facility to identify any inappropriate access and report any incidents to the GP practice the resident is registered with.
- The care home is responsible for assisting GP Practices in auditing Care Home staffs access to SystmOne Online.
- The information recorded in SystmOne GP Records has been collected for the purpose of delivering health and social care and MUST not be used for any other purpose.
- The Care Home is responsible for continued compliance with the assertions which make up the DSP Toolkit
- As Data Controllers, the Care Home is legally responsible for their continued compliance with GDPR and DPA18.
- The care home is responsible for informing the relevant GP practice when a user leaves their organisation so access can be revoked without delay.
- The care home is responsible for ensuring computers, laptops and other devices used by their staff to access SystmOne Online continue to meet the ongoing standards set by the NHS.

4.1	Your name	
4.2	Your role	
4.3	Your contact details	
4.4	Date	
4.5	Signature	

Care Home: Please keep a copy of this form for your records.

For GP Practice use only

Access approved (yes or no):	
Approvers name:	
Approvers role:	
If not approved, reason for refusal:	
Date:	
Signature:	

GP Practice: Please confirm the outcome of the request.