

## Summary of Sharing well: sharing and receiving information

Information sharing is a vital part of how we support individuals. Doing this well requires us all to be confident in making decisions on sharing information and in acting appropriately when we receive information that may impact on an individual's health, social or other needs.

When asked to share information, or to act on information received, focus on the following:

### What is needed?

- \* Are you sure of what is being asked of you?
- \* What is the context?
- \* How urgent is the matter?
- \* Can you help or is someone elsewhere better placed to assist?

### Who is asking?

- \* Consider the context. Does it make sense that they are involved?
- \* What authority or consent is it reasonable to expect them to have in the circumstances?
- \* **For example**, someone genuinely concerned for their neighbour wouldn't be expected to have some form of written consent to raise an issue about them. Whilst you should be cautious in what information you share back with the neighbour, you can still accept the information and take initial steps to act upon it.

### Why?

- \* What is the purpose and how is it going to impact on the individual?
- \* Does this seem a reasonable and appropriate way of doing it?

### Complying with legislation (UK GDPR, Duty of Confidentiality etc)

The legislation is not there to catch you out; it guides you on what to consider so that you can share and use information appropriately. Be aware that the vulnerable people who most need our support can often find it difficult to fit into our own working procedures. The key is to focus on the immediate task in front of you and to take reasonable and proportionate steps in response to it.

Consider the What, Who and Why.

Decide on what you can do based on the current details available and take action with the best interests of the individual concerned in mind.

Discuss and agree what else may be needed to take any further steps.

Seek advice from Data Protection/Information Governance colleagues if you remain unsure.

**Don't forget:** when the Caldicott principles were revised in 2013 one of the most important changes was to introduce a new principle: "the duty to share information for individual care is as important as the duty to protect patient confidentiality".