



Trust Headquarters
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Crawley
West Sussex
RH10 9BG

30th September 2021

Email

Dear ,

Tel: 0300 123 0999
www.secamb.nhs.uk

I am writing in response to your enquiry under the Freedom of Information Act 2000 (FOIA) reference FOI 210817.

You requested the following information, please also see our response below:

I would like to receive information about the number of data breaches your NHS foundation has experienced. This can be, for example, an email sent out to the wrong recipient, fail to BCC in an email or other human errors that caused data breach. Can. I please receive the number of data breaches for the past 5 financial years meaning financial year 2020/2021,2019/2020.2018/2019, 2017/2018 and 2016/2017.

Can the information supplied be broken down by year?

The Trust has provided the below graphs which provide an illustration of category (incident type) and volume of suggested breaches which were internally reported. This information does not represent the confirmed outcome following review or whether a breach did occur. Therefore, this information must only be used for indicative purposes.

However, any breaches which are formally reportable to the ICO are published within the Trust annual report

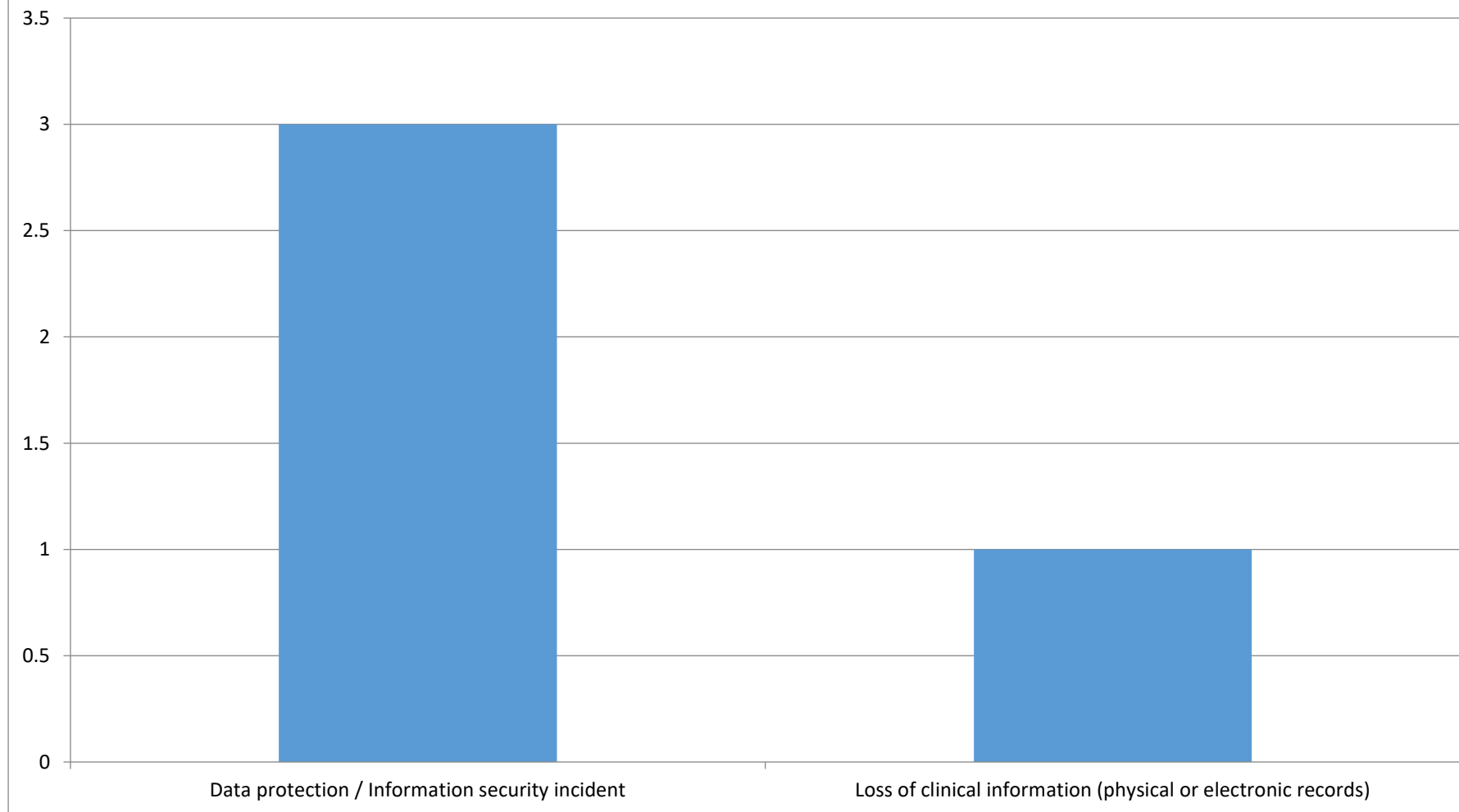
It has not been possible to provide any data beyond 2019 as coding did not exist on the system prior to 2019. This process would require a manual review of the entire system, which would exceed Section 12, 18hr cost limit.

IG Breach 2018-19

X-axis	Data
Data protection / Information security incident	3
Loss of clinical information (physical or electronic records)	1

New coding came into place March 2019. Therefore, the above analysis does not present a true reflection of the financial year with only 4 incidents being recorded.

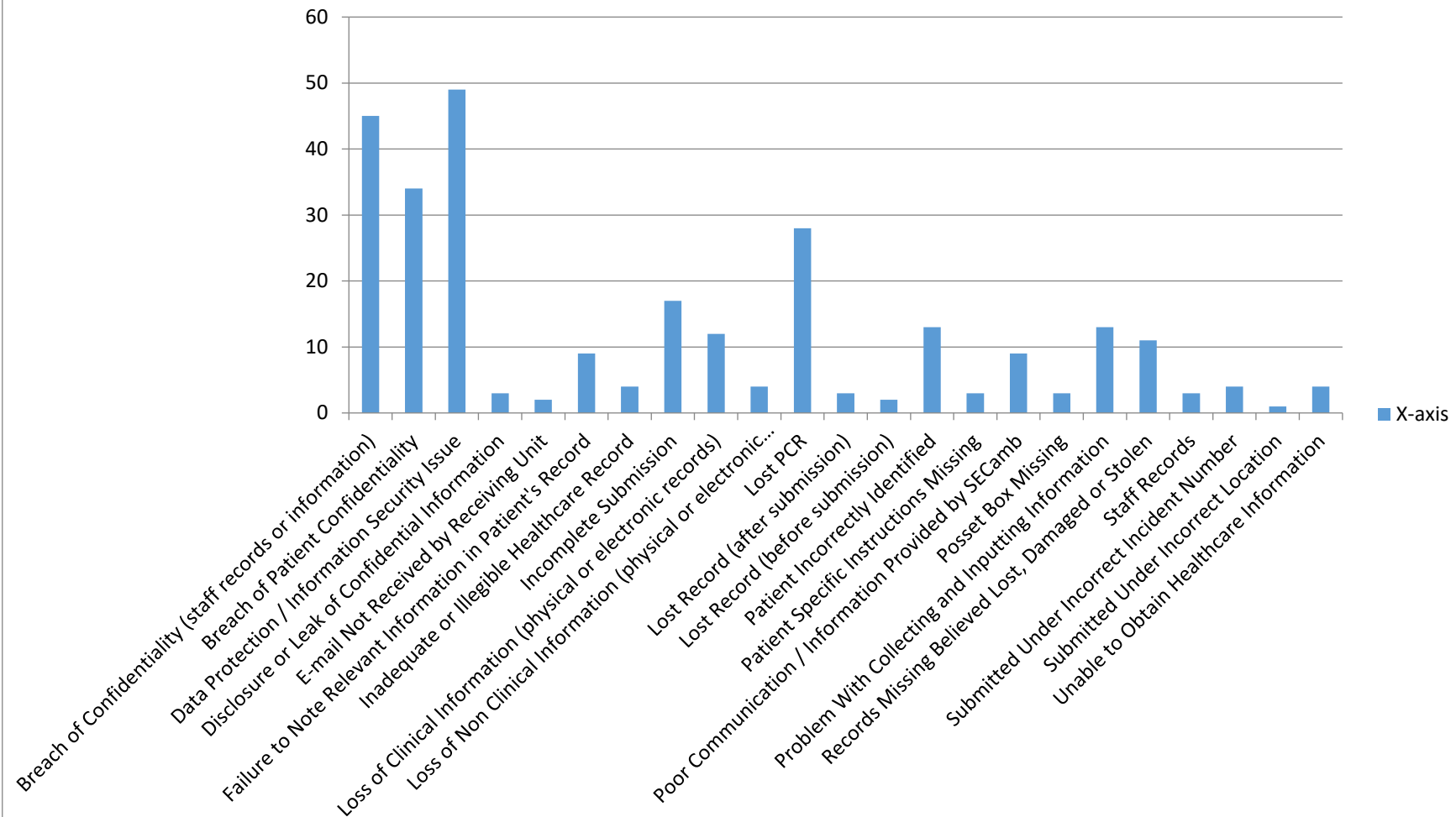
IG Breach Financial Year 2018/2019



IG Breach Financial Year 2019/20

X-axis	Data
Breach of Confidentiality (staff records or information)	45
Breach of Patient Confidentiality	34
Data Protection / Information Security Issue	49
Disclosure or Leak of Confidential Information	3
E-mail Not Received by Receiving Unit	2
Failure to Note Relevant Information in Patient's Record	9
Inadequate or Illegible Healthcare Record	4
Incomplete Submission	17
Loss of Clinical Information (physical or electronic records)	12
Loss of Non Clinical Information (physical or electronic records)	4
Lost PCR	28
Lost Record (after submission)	3
Lost Record (before submission)	2
Patient Incorrectly Identified	13
Patient Specific Instructions Missing	3
Poor Communication / Information Provided by SECamb	9
Posset Box Missing	3
Problem With Collecting and Inputting Information	13
Records Missing Believed Lost, Damaged or Stolen	11
Staff Records	3
Submitted Under Incorrect Incident Number	4
Submitted Under Incorrect Location	1
Unable to Obtain Healthcare Information	4

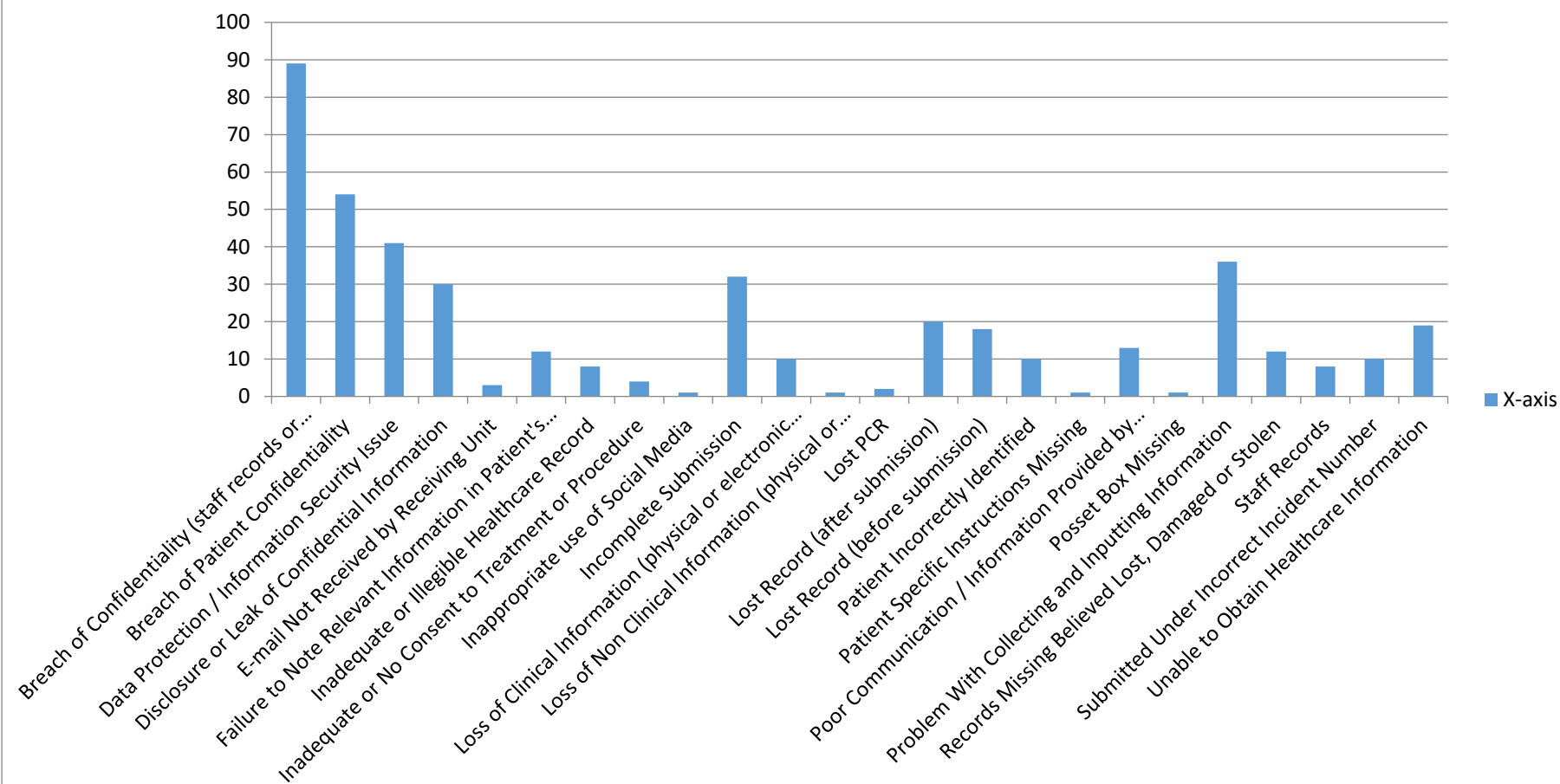
IG Breach Financial Year 2019/20



IG Breach Financial Year 2020/21

X-axis	Data
Breach of Confidentiality (staff records or information)	89
Breach of Patient Confidentiality	54
Data Protection / Information Security Issue	41
Disclosure or Leak of Confidential Information	30
E-mail Not Received by Receiving Unit	3
Failure to Note Relevant Information in Patient's Record	12
Inadequate or Illegible Healthcare Record	8
Inadequate or No Consent to Treatment or Procedure	4
Inappropriate use of Social Media	1
Incomplete Submission	32
Loss of Clinical Information (physical or electronic records)	10
Loss of Non Clinical Information (physical or electronic records)	1
Lost PCR	2
Lost Record (after submission)	20
Lost Record (before submission)	18
Patient Incorrectly Identified	10
Patient Specific Instructions Missing	1
Poor Communication / Information Provided by SECamb	13
Posset Box Missing	1
Problem With Collecting and Inputting Information	36
Records Missing Believed Lost, Damaged or Stolen	12
Staff Records	8
Submitted Under Incorrect Incident Number	10
Unable to Obtain Healthcare Information	19

IG Incidents financial year 2020/21



I hope you find this information of some assistance.

If for any reason you are dissatisfied with our response, kindly in the first instance contact Caroline Smart, Head of Information Governance via the following email address:

FOI@secamb.nhs.uk

Yours sincerely

**Freedom of Information Coordinator
South East Coast Ambulance Service NHS Foundation Trust**