

From: [REDACTED]
Sent: 26 April 2020 15:54
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: [EXT] RE: URGENT Missing results

[REDACTED],

Good to speak just now.

<https://www.nhsbsa.nhs.uk/> - this is the organisation that is sending out the texts and emails to individuals who have gone through testing.

<https://www.gov.uk/government/publications/coronavirus-covid-19-testing-privacy-information/testing-for-coronavirus-privacy-information#introduction> – this is the privacy notice we've worked up. It would be good to share this with your team and the staff you're putting forwards for testing for greater awareness of processes. It's due to be updated tomorrow, so might be best to hold off until then or at least let them know it'll be updated.

I'll check up on the following:

Double check with PHE are receiving full personal information on positive as well as negative cases

Attendance lists – check whether we can definitely not share these

Acknowledgement of when you've put people through on the digital platform as an employer - apparently doesn't happen?

Take care and do let me know about the other testing you're aware of and whether they are telling employers or not.

Thanks,

[REDACTED]


Office for
Life Sciences

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

From: [REDACTED]
Sent: 26 April 2020 13:35
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: [EXT] RE: URGENT Missing results

Hi [REDACTED]

I'm [REDACTED] part of the Department of Health and Social Care team working on the testing programme and leading on the results policy.

I called you just now as this was as soon as possible, but unfortunately you weren't available. I appreciate it is a Sunday afternoon.

In terms of results, our current policy is that test results are only shared with the individual who has been tested, by text and / or email. Test results are not shared with the employer, including if the individual has been referred by the employer referral portal. This is in line with standard NHS practices and in line with the testing that is being done by the NHS. We encourage individuals who have been tested to discuss with their employer how their result or the result of their household member(s) affects their return to work. Employees may be required to notify their employer of the reasons for sick absence under their Terms and Conditions.

You mention below that there was an agreement that SECamb could receive a copy of all results. Please could you provide more information about this? E.g. who you made the agreement with, if you have any correspondence, etc. As mentioned, this is not our policy and I apologise if you have been advised otherwise.

With regards to your second point – as you may have noticed, we have moved from a manual, spreadsheet system to a more sophisticated digital system in the last few days. Our digital team is currently working on what Management Information we can get out of this system to provide back to the referring organisation and employer. However, this is likely to be at an anonymised, aggregate level rather than at a personal, identifiable level, which has been recommended by our legal and information governance specialists. Again, individuals can discuss this with their employer.

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I know these aren't likely to be the answers you are looking for, however, I'm sure you can appreciate that there is a delicate balance between maintaining confidential patient data and privacy, and providing employers with the data that helps them to understand the COVID rates amongst their employees and plan their workforce for the days ahead. This is also why these policies are being reviewed regularly. If you have further feedback that you think will be useful when we are reviewing these policies, please let me know.

Kind regards,

[REDACTED]



Office for
Life Sciences

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

From: [REDACTED]
Sent: 24 April 2020 13:59
To: [REDACTED]
Subject: FW: [EXT] RE: URGENT Missing results
Importance: High

[REDACTED]

Further to our earlier conversation these are the key issues that need addressing as a matter of urgency. If you could provide me with the relevant contacts so I can follow through:

Missing Results

- Our agreement is that SECamb are to receive a copy of ALL results for referrals we make (+ve & -ve). We are not getting these results at all and based on our earlier conversation are not likely to. From you I need a contact name/number for PHE where these results are being returned to.

Booking Process (Gatwick & Chessington)

Previously we made the bookings for these sites and sent Deloittes a daily spreadsheet confirming the names, numbers, appointment times etc.). This process has now ceased and we now make an electronic referral to: www.surrey.trustwide.co.uk . **After submission we need but are not getting:**

- Confirmation receipt of booking form
- Confirmation that an appointment has been made and
- Confirmation that the patient attended and was tested

Again, could I please have the contact details for the relevant booking teams so I can follow up.

Can this be addressed as a matter of urgency.

Kind regards

[REDACTED]
[REDACTED]
[REDACTED]
South East Coast Ambulance Service NHS Foundation Trust
[REDACTED]

Mobile: [REDACTED]

Email: [REDACTED]

 **Be Proud**  **Show Respect**  **Have Integrity**  **Be Innovative**  **Take Responsibility**