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| **Staff training analysis** **(data security and IG)**  |  |

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| ***About the use of this document and related resources****: This* [*data security*](http://psnc.org.uk/ds) *document assists the pharmacy’s aligment with the*[*Data Security and Protection Toolkit (DSPTK)*](http://psnc.org.uk/dsptk)*. Related pharmacy policies are at PSNC’s* [*data security templates webpage*](http://psnc.org.uk/dstemplates)*.* |

This document is for the pharmacy IG lead(s) to help them consider what training is necessary for themselves and for other staff. It will assist with their DSPTK-related work to perform a staff training analysis. New staff should receive induction training about pharmacy data security. All staff should also receive refresher training at least annually.

**Standard training options for pharmacy staff (excluding IG leads)**

A standard data security training specifically for pharmacy staff is available within one or both of the below:

* [Pharmacy data security and IG training (for induction or refreshment) DSPTK Template series doc 03B)](https://psnc.org.uk/dstemplates)
* [GDPR guidance for Community Pharmacy (short version) (Part 2) training booklet for staff](https://psnc.org.uk/wp-content/uploads/2018/03/Guidance-for-Community-Pharmacy-short-version-Part-2-Version-1.pdf);

These are also listed at [psnc.org.uk/dstraining](https://psnc.org.uk/dstraining) alongside other options.

**Non-pharmacy specific training options**

A range of free or commercial options will be available. Several free options include those listed below:

Resources:

* [National Cyber Security Centre (NCSC)](https://www.ncsc.gov.uk/)
* [Little Book of Cyber Scams guidance](https://www.met.police.uk/littlemedia) (Met Police)
* [NHSX IG portal](https://www.nhsx.nhs.uk/information-governance/)

Videos

* [Keep I.T. confidential NHS campaign videos](https://keepitconfidential.nhs.uk/campaign/) (NHS Digital)

Interactive courses (free)

* [NHS Digital Online IG Training Tool “Data Security Awareness Level 1](https://psnc.org.uk/contract-it/pharmacy-it/data-security/data-security-training/).
* [BT Skills for Tomorrow](https://www.bt.com/skillsfortomorrow/?s_cid=con_email_WNDMN_LNBRAOEN00002T-SEL0EC01_FullBase_RET-Covid19&sceid=SkillsForTomorrow) – courses including data security ones.

Pharmacy IG leads require deeper training and expertise (see section below).

**Standard training options for pharmacy IG leads**

Pharmacy specific guidance includes that below:

* [GDPR Guidance for Community Pharmacy (Part 1)](https://psnc.org.uk/wp-content/uploads/2018/03/Guidance-for-Community-Pharmacy-Part-1-Version-1.pdf) for pharmacy IG leads.

Commercial or equivalent in-house training may also be available to pharmacy contractors and teams.

**Ways to increase data and cyber security awareness**

Whatever options are decided upon, within your role as IG lead, consider how the training resources and messages will help reinforce good data security lessons.

Top tips:

* Focus on the most important areas and target key staff
* Ask your staff – what worries them?
* Do they know how to spot emails from phishing scammers?
* Consider an annual training session on the topic in which staff are invited to comment about risk areas and how to mitigate risk of incidents in the year ahead.
* Repeat key messages in different ways, e.g. through posters.
* Make it visual by using pictures and posters.
* Use your IT system to convey key messages, such as via ‘pop ups’ on log in.
* Make data security a key component of any induction process.

**Further info**

See: [psnc.org.uk/dstraining](https://psnc.org.uk/dstraining)

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| *This data security document assists the pharmacy’s aligment with the Data Security and Protection Toolkit (DSPTK). Related pharmacy policies and more can be found at:** [*psnc.org.uk/ds*](http://psnc.org.uk/ds)*;* [*psnc.org.uk/dsptk*](http://psnc.org.uk/dsptk)*; and*
* [*psnc.org.uk/dstemplates*](https://psnc.org.uk/dstemplates)*.*

*Pharmacy contractors with queries about the original template or questions about DSPTK may contact* *it@psnc.org.uk**.* *This document is based on a template updated during: Feb 2021* |