



Data Security and Protection Toolkit FAQs

Community pharmacy contractors are encouraged to complete the Data Security and Protection Toolkit as soon as possible. The deadline for completing the mandatory questions in the 2021/22 Toolkit is **30th June 2022**.

Before completing the Toolkit, contractors should review PSNC's [Steps to completion guidance](#) and [question-by-question guidance](#).

Q. Does the question on 'supported software' apply to all software?

No. The requirements for this question - and all of the questions in the Toolkit - relate only to clinical systems through which patient data flows or is transmitted.

Q. For questions regarding lists (e.g. 1.1.2), I have used the 'comments' box but the question isn't showing as completed. How do I mark it as complete?

Where this is the case, please enter your answer into the 'document location' text box instead of the 'comments' box. Read more in PSNC's question-by-question guidance.

Q. One question asks whether 95% of staff or more have been trained. What training options are available?

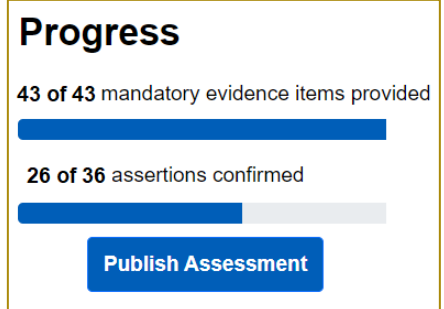
NHS Digital has confirmed to PSNC that this question can be marked as complete where staff training has been completed using the following resources: [Pharmacy data security and IG training \(for induction or refreshment\)](#), the [GDPR guidance for Community Pharmacy \(Part 2\)](#) staff training booklet, NHS Digital Data security awareness level 1, or an equivalent training option (see www.psn.org.uk/dstraining).

Q. Can I amend an answer after I've submitted ('published') my Toolkit? Can I re-publish it?

You can re-publish the Toolkit multiple times allowing you to update questions with new or extra information if required.

Q. I am about to submit my Toolkit. It explains I've met standards but states not all assertions are entered – is this sufficient to enable me to publish my assessment?

Not all assertions will need to be marked as complete because some of your questions may have been auto-completed. If you are confirmed to have met the standards and have completed all mandatory questions, you can 'publish' or submit your answers.



Q. Do I need to upload documents to the Toolkit e.g. my GDPR workbook, lists or any others?

No. There is no requirement to upload any documents to the Toolkit, however, you may do so if you wish.. You are also able to enter text or to refer to documents within your own pharmacy when completing the Toolkit e.g. within the text field for 'document location' that is available for some questions.

Q. There is an 'Organisation profile' question about whether I use NHSmail, but I use email too. How should I answer?

In the likely event that [NHSmail](#) is the only email system that your pharmacy uses to transmit and receive patient data to/from another healthcare professional who also uses NHSmail, enter 'Yes'. This requirement within the Toolkit concerns the processing of patient data.

Q. Will PMR suppliers be adding a feature to auto-insert text?

It is unlikely that PRM suppliers will be adding the auto-insert text feature this year which is available to suppliers should they choose to use it. Further information about this feature is available here. Please use PSNC's question-by-question guidance to help you to complete the technical questions. Please also use the information provided by your IT/PMR support; you may also be able to ask them for direct assistance in some instances .

For more information about the 2021/22 DSPTK Toolkit, please read PSNC's [Steps to completion guidance](#) and [the question-by-question guidance](#). Please send any questions about the content of this factsheet to PSNC's [Daniel Ah-Thion](#), who is PSNC's IT Policy Manager.