



Public – To be published on the Trust external website

PARIS Procedure

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Document type: Procedure

Overarching Policy: [Access to Information Systems Policy](#)

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1 Purpose

This document provides regulations and guidance for the specific management, security and use of the PARIS Electronic Care Record System in use within Tees, Esk and Wear Valleys NHS Foundation Trust. Misuse of the PARIS Electronic Care Record System can compromise patient safety, the Trust's confidential information, patient clinical information and otherwise adversely affect the Trust's interests and reputation.

This procedure when implemented should reflect anti-discriminatory practice. Any services, interventions or actions must take into account any needs arising from the nine protected characteristics:

- Age
- Disability
- Gender reassignment
- Marriage and civil partnership
- Pregnancy and maternity
- Race
- Religion or belief
- Sex
- Sexual orientation



Please note there are some services within the Trust that use alternative Patient electronic systems. This document only relates to the use of PARIS.

2 Related documents

- Access to Information Systems Policy
- Data Management Policy
- Email procedure
- Information Security and Risk Policy
- Network User Access Procedure
- NHS Number Procedure
- Printing Procedure
- Records Management - Minimum standards for clinical record keeping

3 Using the System

3.1 Who can have access to the system

Access is given to staff that have a legitimate need to view and/or record clinical information for their role. This is approved by their line manager.



Any exceptions can only be approved by the Trust Caldicott guardian.

3.2 Obtaining access to the Paris system

For new members of staff, access to PARIS is arranged by their line manager via an electronic access request form which is available on the intranet via the Information Service Desk portal.

Access to Paris requires:

- Successful completion of Data Security and Protection Training
- Successful completion of Paris e-learning modules evidenced by completed declaration
- Completion of access request form (Service Desk OneForm)

3.3 Obtaining access to the Paris non live systems

The Paris infrastructure contains a number of non live environments:

- Paris Reporting and Support
- Paris Development
- Paris Functional Testing
- Paris User Acceptance Testing
- Paris Master Training and training
- Paris Sandbox

Access to these environments is strictly controlled and only users who have a clear business need can gain access to these environments. All requests for access to non live environments must be made via the Information Service Desk. These requests are authorised by the Patient Systems Manager on an individual basis.



Unauthorised access is monitored regularly. Please see the [Information Governance Policy](#) for further details.

3.4 Amending access to the Paris system

Existing Paris users can request a manager or deputy to request an amendment to their account via the electronic amendment request form which is available on the intranet via the Information Service Desk portal. The following amendments can be requested:

- Paris user name change
- Paris profession
- Access levels and modules
- Team access



Some amendment requests may require further Paris e-learning

3.5 Long Term Absence

For staff that have not used Paris for more than twelve months it may be necessary for Paris e-learning training to be re-completed and evidenced before re-activation on Paris can be completed.

3.6 Removing access to Paris

For staff leaving the Trust, access to Paris is removed as part of the organisation's Leavers Process. If urgent removal of access is required, for example, in instances of investigation or disciplinary, the manager must log a request with the information service desk

In addition the Patient Systems Team regularly monitor access and will take the following action for accounts which have not been used:

Paris account not used in 90 days	Paris account locked Note: A reopen request can be made via the Information Service Desk
Paris account not used in 365 days	Paris account closed Note: A reopen request can be made via the Information Service Desk but refresher training may be required as per section 3.1

3.7 Passwords

You need a PARIS password to access the system and this will only be issued following an official electronic account request and successful completion of PARIS Training. Imprivata Single Sign On will manage your Paris credentials after initial login and on subsequent password change requests. If Single Sign On is not available or not in operation you will be required to manage your own Paris credentials both on initial login and when Paris prompts for a change of password. Under no circumstances should you allow anyone else to use the system with your login and password.



Disclosure of passwords to others could lead to disciplinary action. If you suspect someone knows your login and password you should immediately report this to your line manager and the Information Service Desk. The Information Service Desk will log this as a security incident and take action to prevent access to the system via that user account.

4 Managing the system

4.1 System Support

Paris support requests can be raised via the Information Service Desk on 0300 1233 445 or by logging a web call using the portal. Where possible the Information Service Desk will aim to resolve your issue first line. In the event your request can not be resolved first line the request will be logged with the Patient Systems Team for 2nd line investigation. Where support requests cannot be resolved 2nd line the request will be raised with the system supplier.

4.2 Planned Downtime

There are clear service standards to monitor planned downtime for the Paris system to enable maintenance. In the main, this will be planned well in advance and a minimum of one weeks' notice will be given to system users to make alternative arrangements as defined by their local service business continuity plans.

Where possible planned downtime will be scheduled outside core hours (defined as Monday – Friday 8am 6pm) and where possible a read only version of Paris will be supplied to aid all Paris users.

4.3 Emergency downtime

Emergency downtime is defined as the system being unavailable for some or all users which has not been prior planned and communicated.

4.4 Business Continuity Planning (BCP)

Clinical Services are responsible for ensuring their clinical operation policy contains an up to date BCP which details what the service will do in the event of PARIS not being available to use either through planned or emergency downtime.

4.5 Change Management Process

The Paris system has a clear and robust change control process which is monitored via the Information Department Technical Change Board. If a product enhancement is required this must in the first instance be approved via a clinical governance group. Once approved the change can be raised via the Information Service Desk. A Member of the Information Department will then work with the requested raise a formal request for change. If approved, these changes may be developed internally or by the system supplier.

5 Information Requirements, Auditing and Security

5.1 Consent, Information Sharing and National Opt-Out

Paris data subjects have the right to be informed about the collection and use of their personal data and this is a key transparency requirement under the GDPR. All Paris users must ensure that they have recorded a data subjects consent details within Paris and regularly review this agreement with the data subject.

NHS Number Data Processors must be aware of the National data Opt Out service. The national data opt-out was introduced to enable patients to opt out from the use of their data for research or planning purposes. If when tracing a patient using the Clinical Spine Application the patient has signed up to the programme the Data Processors can not use their personal data for research or planning purposes

The national data opt-out [operational policy guidance](#) provides the legal definitions and policy behind the national data opt-out



Sharing information obtained from the Paris system

Some reports obtained from the Paris system may contain patient-identifiable information.

You are responsible for maintaining the confidentiality of information relating to patients. However it is important to remember that the duty to share information can be as important as the duty to protect patient confidentiality. Please refer to the Trust's policy for Confidentiality and Sharing information.

5.2 Privacy Auditing

Close monitoring and privacy protects service users' confidentiality by initiating more detailed scrutiny of access to a service user's records by the Privacy officer. All Paris users must have a legitimate business or clinical need to access and view patient records and the Paris system is continuously monitored by the Trust's Privacy Officer. At any time a user's system usage may be subject to audit. Failure to comply with Trust and system policy may result in disciplinary action.

Anyone can request a close monitoring or audit report by contacting the Trust's privacy officer.

5.3 Right of Access

The right of access, commonly referred to as subject access, gives individuals the right to obtain a copy of their personal data as well as other supplementary information.

If you receive a request from a service user contact the Data Protection Team.

5.4 Right to Erasure

Under Article 17 of the GDPR individuals have the right to have personal data erased. This is also known as the 'right to be forgotten'

If you receive a request from a service user contact the Head of Information Governance.

5.5 Right to Restrict Processing

Article 18 of the GDPR gives individuals the right to restrict the processing of their personal data in certain circumstances. This means that an individual can limit the way that an organisation uses their data. This is an alternative to requesting the erasure of their data.

If you receive a request from a service user contact the Head of Information Governance.

5.6 Right to Rectification

Under Article 16 of the GDPR individuals have the right to have inaccurate personal data rectified. An individual may also be able to have incomplete personal data completed

If you receive a request from a service user contact the Head of Information Governance.

6 Audit

PARIS will be subject to regular audit in the following areas:

- General systems control audit - security, access and passwords, system administration controls
- Clinical record keeping audits – To support the quality defined in the Minimum Standards for Clinical Record Keeping
- Usage statistics and information - Clinical audit and Clinical Support teams are required to review PARIS for specific records to support serious untoward incidents, security investigations and general clinical audit functions.
- The Information department is also required to access PARIS to review usage of the system for the purpose of support call resolution and information analysis.

7 How this procedure will be implemented

- This procedure will be published on the Trust's intranet and external website.
- Line managers will disseminate this procedure to all Trust employees through a line management briefing.

7.1 Training needs analysis

Staff/Professional Group	Type of Training	Duration	Frequency of Training
All Paris Users	Profession specific Paris e-learning	1 Day	Once

8 How the implementation of this procedure will be monitored

Auditable Standard/Key Performance Indicators		Frequency/Method/Person Responsible	Where results and any Associate Action Plan will be reported to, implemented and monitored; (this will usually be via the relevant Governance Group).
1	Paris User Population Audits	Patient Systems Team Quarterly	DTSB
2	Training needs analysis	Supporting Users Yearly	DTSB

9 References

Please see related documents section.

10 Document control (external)

To be recorded on the policy register by Policy Coordinator

Date of approval:	12 May 2021	
Next review date:	12 May 2024	
This document replaces:	IT-0031-001-v2 Paris Procedure	
This document was approved by:	Name of committee/group	Date
	Heads of Information	06 May 2021
	Digital Transformation and Safety Board	12 May 2021
This document was ratified by:	Name of committee/group	Date
	n/a	
An equality analysis was completed on this document on:	07 April 2021	
Document type	Public	
FOI Clause (Private documents only)	n/a	

Change record

Version	Date	Amendment details	Status
3	12 May 2021	Document Reviewed Section 3 Removed flow diagram and updated to reflect changes in Paris training Section 5 – Addition of Consent, Information Sharing and National Opt-Out Section 7 – Updated Section 8 Updated Put into new template	Approved

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Appendix 1 - Equality Analysis Screening Form

Please note; The Equality Analysis Policy and Equality Analysis Guidance can be found on InTouch on the policies page

Name of Service area, Directorate/Department i.e. substance misuse, corporate, finance etc.	Information – Information Systems			
Name of working party, to include any other individuals, agencies or groups involved in this analysis	Technical Change Board Members Heads of Information Digital Safety Board			
Policy (document/service) name	Paris Procedure			
Is the area being assessed a...	Policy/Strategy	<input checked="" type="checkbox"/>	Service/Business plan	<input type="checkbox"/>
	Procedure/Guidance	<input type="checkbox"/>		Code of practice
	Other – Please state			
Geographical area covered	TEWV			
Aims and objectives	To provide guidance for the management, security and use of the Paris system.			
Start date of Equality Analysis Screening (This is the date you are asked to write or review the document/service etc.)	07 April 2021			
End date of Equality Analysis Screening (This is when you have completed the equality analysis and it is ready to go to EMT to be approved)	07 April 2021			

You must contact the EDHR team if you identify a negative impact. Please ring Sarah Jay on 0191 3336267/3046

1. Who does the Policy, Service, Function, Strategy, Code of practice, Guidance, Project or Business plan benefit?

The procedure provides regulations and guidance for the management, security and use of Paris which benefit in ensuring that all system users within the Trust are clear on their roles and responsibilities.

2. Will the Policy, Service, Function, Strategy, Code of practice, Guidance, Project or Business plan impact negatively on any of the protected characteristic groups below?

Race (including Gypsy and Traveller)	No	Disability (includes physical, learning, mental health, sensory and medical disabilities)	No	Sex (Men, women and gender neutral etc.)	No
Gender reassignment (Transgender and gender identity)	No	Sexual Orientation (Lesbian, Gay, Bisexual and Heterosexual etc.)	No	Age (includes, young people, older people – people of all ages)	No
Religion or Belief (includes faith groups, atheism and philosophical belief's)	No	Pregnancy and Maternity (includes pregnancy, women who are breastfeeding and women on maternity leave)	No	Marriage and Civil Partnership (includes opposite and same sex couples who are married or civil partners)	No

No – Please describe any positive impacts/s

3. Have you considered other sources of information such as; legislation, codes of practice, best practice, nice guidelines, CQC reports or feedback etc.? If 'No', why not?	Yes	X	No	
Sources of Information may include: <ul style="list-style-type: none"> Feedback from equality bodies, Care Quality Commission, Equality and Human Rights Commission, etc. Investigation findings Trust Strategic Direction Data collection/analysis National Guidance/Reports 	<ul style="list-style-type: none"> Staff grievances Media Community Consultation/Consultation Groups Internal Consultation Research Other (Please state below) 			
4. Have you engaged or consulted with service users, carers, staff and other stakeholders including people from the following protected groups?: Race, Disability, Gender, Gender reassignment (Trans), Sexual Orientation (LGB), Religion or Belief, Age, Pregnancy and Maternity or Marriage and Civil Partnership				
Yes – Please describe the engagement and involvement that has taken place				
Consultation process involved a wide range of staff within the Information Department as well as consultation with Heads of Service, Technical Change Board, and Digital Safety Board for review.				
No – Please describe future plans that you may have to engage and involve people from different groups				

5. As part of this equality analysis have any training needs/service needs been identified?

No	Please describe the identified training needs/service needs below
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A training need has been identified for;

Trust staff	No	Service users	No	Contractors or other outside agencies	No
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Make sure that you have checked the information and that you are comfortable that additional evidence can provided if you are required to do so

If you need further advice or information on equality analysis, the EDHR team host surgeries to support you in this process, to book on and find out more please call: 0191 3336267/3046

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