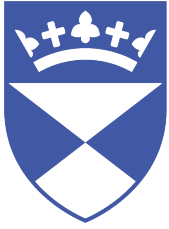


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HIC SERVICES STANDARD OPERATING PROCEDURE

Data Entry Training & Monitoring

SOP NUMBER:	HIC Services SOP 06
VERSION NUMBER:	4.0
EFFECTIVE DATE:	15/01/2021
DOCUMENT SECURITY LEVEL:	Open
REVIEW DATE:	This SOP will be reviewed at least every 12 months, or at other times as requested by: HIC Information Governance Committee
AUTHOR:	Duncan Heather
DATE APPROVED BY THE INFORMATION GOVERNANCE COMMITTEE:	15/01/2021
DATE APPROVED BY THE HIC EXECUTIVE COMMITTEE:	10/11/2020
DATE REVIEWED BY HIC OPERATIONS GROUP:	N/A



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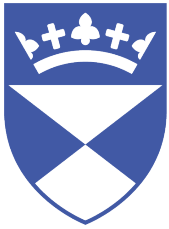
**CONTACT PERSON FOR THIS
SOP:**

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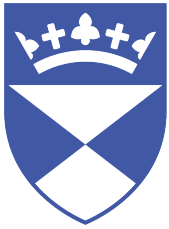




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DOCUMENT REVIEW AND REVISION HISTORY:

Version Number:	Edited by (job title):	Effective Date:	Details of editions made:
1.0	Duncan Heather (HIC Governance Manager)	01/09/13	This is a new SOP which expands on a subset of policies and supersedes Version 6 of the HIC Standard Operating Procedure, Management of HIC Datasets. Effective from 1st August 2011.
2.0	Duncan Heather (HIC Governance Manager)	01/01/15	General review and update
3.0	Keith Milburn (Application Development Manager)	08/11/18	Updated to reflect new staff confidentiality agreement, removed specific reference to TCTU, detailed sections removed to a new Work Instruction and other training procedures brought in from SOP 09
	Tracey Stewart (Data Entry Team Leader)	24/02/20	Updated cover sheet with new approval process information.
	Rachael Torano (Business Support)	15/05/2020	Updated with new and approved Header Changes made to cover page to include Op's review date as agreed at the HIC Information Governance Meeting Document Review and Revision History Table Header Updated As agreed by the HIC Governance Committee signatures have been removed from cover page and Document Review and Revision History table has been updated to include review dates and notes



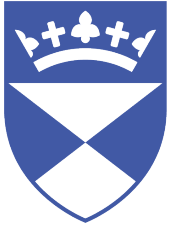
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4.0	Adrian Clatworthy (Business Support Co-Ordinator)	15/01/2021	Updated to reflect new Business Support Team structure
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***Draft and Archived/Obsolete revisions are not to be used.
Access current versioning system to verify revision.***



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1. PURPOSE

The HIC Business Support team carries out data entry within a secure office at Ninewells Hospital. In addition to wider HIC administrative support activities, it receives and processes incoming NHS data relating to the community-dispensed prescription dataset. The team also provides general clerical support to individual research projects, including project-specific data entry for the Tayside Clinical Trials Unit (TCTU) and handling the receipt and dispatch of paper data and mail.

The purpose of this document is to define the procedures involved with training new Business Support staff involved in data entry and monitoring on-going work to ensure data entry accuracy is maintained. The SOP covers:

- Data Protection and Security - training in the contents of other HIC Business Support documents
- Data Entry
- NHS CHI data entry
- Frequency of Quality Control (QC) / Performance
- Project-specific Data Entry & QC
- Refresher courses and on-going learning opportunities

2. SCOPE

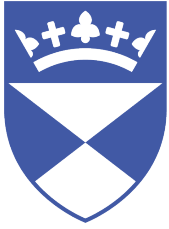
This SOP covers all of the patient data entry projects and tasks which HIC undertake which involve the HIC Business Support Team. It is applicable to all the HIC Business Support staff and their managers involved in data entry. This SOP is will be made available to all users and potential users of the HIC Service and will be externally visible on the public HIC website.

3. DEFINITIONS

For overall Definitions see HIC Services SOP Appendix B – Definitions.

4. RESPONSIBILITIES

- HIC Director – Responsible for overall HIC security policy and implementation



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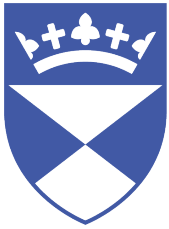
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- Process Manager – Ensuring SOPs are followed by team
- Governance Manager – Monitoring compliance, handling significant events, keeping SOP up to date
- All HIC Business Support Team Staff involved in patient data entry – Responsible for adherence to the SOP as specified



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5. POLICY

For overall Policy see HIC Services SOP Appendix A – Policy.

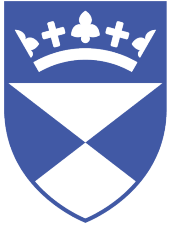
5.1 Data Protection and Security

- 5.1.1.1 All new starts will be given the HIC Data Entry Security SOP and the Staff Confidentiality Agreement which they must read thoroughly. The documents will then be explained in detail by the HIC Business Support Co-Ordinator and fully discussed with them. This will include the main points covered in the SOP relating to:
- Information governance and data protection
 - General staff security requirements
 - Visitors to HIC data entry office
 - Staff entry/exit to/from the office
- 5.1.1.2 The most recent version of the HIC Data Entry Security SOP, along with the Staff Confidentiality Agreement, will remain on display on the office notice board.

5.2 Data Entry

5.2.1 NHS CHI data entry

- 5.2.1.1 The CHI data entry system is to be demonstrated to each new start by a Senior Business Support Administrator or another experienced Business Support Administrator nominated by the Business Support Co-Ordinator.
- 5.2.1.2 The trainer will cover all aspects of the CHI data entry system.
- 5.2.1.3 The trainer logs in and demonstrates before allowing them to log in. The trainer will watch them work on the system, answering any questions and elaborating on anything they feel is unclear.
- 5.2.1.4 The new start is now given their designated username and password and asked to log in.
- 5.2.1.5 When the trainer is confident that the new start can use the system, the trainer allows them to work unattended. It is made clear to the new start that they should ask any questions they have as they work, and that their data entry speed and accuracy will be monitored routinely.
- 5.2.1.6 The emphasis is made on taking it slowly over the first few weeks, to concentrate on learning the system and produce high quality work, before trying to increase speed.
- 5.2.1.7 The HIC Services system of monitoring performance and quality will be explained.



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5.2.2 Project-specific Data Entry & QC

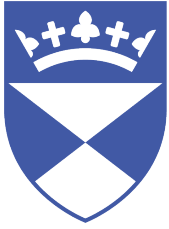
- 5.2.2.1 Staff entering data for the first time will be trained by either a member of the project team or by a trained member of the Business Support Team.
- 5.2.2.2 All HIC Business Support staff entering data for a given project will be trained in using the database, covering any data entry notes provided, and this training must be logged within the project management system.
- 5.2.2.3 The trainer will demonstrate entering project data before allowing the trainee to attempt this. The trainer will then watch the trainee work on the system, answering any questions the trainee may have.

5.2.3 Clinical Trial-specific Data Entry & QC

- 5.2.3.1 Any staff involved with entering data for Clinical Trials, or other project-specific entry of consented study data, will be required to attend Good Clinical Practice (GCP) training.

5.2.4 Refresher courses and on-going learning opportunities

- 5.2.4.1 It is essential that all members of the HIC Business Support Team involved in patient data entry perform their duties as stated within the relevant training document and SOPs. Individual performance will be routinely monitored, in terms of errors, skipped record % and productivity, by the Business Support Co-Ordinator and Senior Business Support Administrator, with further training given as issues arise.
- 5.2.4.2 The Senior Business Support Administrator will look for potential errors and other issues and try to prevent them from happening. The Senior Business Support Administrator will also arrange reviews of performance / logs as directed by the Business Support Co-Ordinator.
- 5.2.4.3 All team members will be encouraged to participate in relevant seminars and training opportunities.
- 5.2.4.4 The Business Support Co-Ordinator will lead a review of any Significant Event reports with the HIC Business Support team as required, and is encouraged to identify & develop other opportunities for shared learning with the HIC Business Support team. This can involve other staff in HIC Services, or wider medical school, NHS Tayside or other Information Governance teams.



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6. APPLICABLE REFERENCES

- HIC Services SOP 05 HIC Data Entry Office Security
- HIC Staff Confidentiality Agreement
- HIC Services SOP 07 Record of Custody
- HIC Services SOP 09 Data Entry Quality Control
- HIC Services SOP Appendix A – Policy
- HIC Services SOP Appendix B – Definitions
- HIC Services SOP Appendix C – Roles and Contact Details