

Making sure that your evidence does not include any personal information

26. In meeting the revalidation requirements and keeping your evidence, you must not record any information that might identify an individual, whether that individual is alive or deceased. This means that all information recorded must be recorded in a way that no patient, service user, colleague or other individual can be identified from the information.
27. For example, any notes or reflections must not include:
 - the name of any individual
 - the date of any incident or event referred to
 - the particular ward or place where the event occurred, or
 - descriptions of unique circumstances where an individual could be identified from the circumstances.
28. Any information extracted from employer data (such as complaints logs) must be extracted in a way that no information identifying an individual is obtained, used or recorded. For example, you must not forward work emails to your personal account, or download and take copies of employer records. You must seek consent to access or use your employer's information.

Example scenarios

29. You will already be aware of the importance of keeping personal information confidential, and not processing personal information outside of your employment or work settings. However, we have provided some simple examples below to demonstrate how an instance of feedback could be recorded in a way that no individual can be identified.

Scenario 1

In January 2015 Mrs Jones was in ward 8 with a broken hip. She made a complaint about lack of hydration. You want to use this feedback in one of your reflections as an example of where you put in place a new process to make sure all patients were offered water on a regular basis.

In your reflective account you could say: 'A patient with a serious injury made a complaint about lack of hydration.'

No dates, names or wards have been included in the record, and the type of injury has also been omitted, so Mrs Jones cannot be identified from this information. You can then explain what you did, what improvement you made and how this is related to the Code.

Scenario 2

In reviewing the complaints log held by the maternity unit where you work, you noticed a complaint made by Mrs Smith in relation to a lack of continuity of care and handover between midwives at the end of a shift on 12 January 2015. You were one of the midwives involved, along with your colleague Sarah. You discussed this with your colleagues and have made improvements in the way you handover at the end of shifts. You want to use this feedback in one of your reflections.

Before writing your reflective account, you need to check with your employer that you can use information from the complaints log. In your reflective account you could say: 'A complaint was received about the lack of continuity of care and handover between myself and a colleague at the end of a shift'.

No information identifying any individual, including both Mrs Smith and your colleague, has been included in this record. You can then explain what you did, what improvement you made and how this is related to the Code.

Storing your reflective accounts form, reflective discussion form and confirmation form

30. You are not required to submit your reflective accounts form, reflective discussion form and confirmation form to the NMC at any point in the revalidation application. There is no requirement to store them electronically or upload them into NMC Online as part of your application, or provide them if you are selected so we can verify your evidence.
31. Your 'reflective discussion form' and 'confirmation form' contain personal data about another person. This means that there are data protection implications for nurses, midwives and nursing associates completing these forms, when they are processing electronic records. There is not an exemption under Data Protection legislation which applies to personal data processed by our registrants, as part of the reflection and discussion elements of revalidation. However, the Information Commissioner's Office (ICO) have recognised that it would be highly disproportionate to expect our registrants to have to register with them as data controllers when processing electronic records, or to pay a fee. The ICO has confirmed that it does not plan to take any action against any of our registrants for failing to register with them.
32. You may choose to store your completed reflective discussion and confirmation forms in either paper or electronic format. You should still respect the fact that these forms contain personal data about your reflective discussion partner and confirmer. Please see our guidance sheet on e-portfolios for further information at [guidance and information](#).



The Information Commissioner's Office has published a guide to data protection legislation at ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr/