



The Fundamentals of Information Governance in General Practice

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Trainer Information

Antje Carpenter is an experienced and motivated Information Governance professional with years of experience working within health and social care covering children and adult primary and secondary (hospital and community) care services. She is experienced in providing evidence for Information Governance Framework requirements compliance, working successfully with internal and external stakeholders. She is skilled and practiced in managing and leading large service exit and mobilisation projects and is a qualified practitioner in the General Data Protection Regulation (GDPR). Antje has recently completed the BCS Foundation Certificate in Artificial Intelligence. Antje is committed and focused on personal and professional development.



Booking Information

To book a place/s email

bookings@networkforpractices.co.uk

Our acceptance of your booking brings into existence a legally binding contract between us on the following Terms & Conditions - If places are booked but cancelled before payment has been made or a candidate DNAs, the fee will remain due. Cancellations will attract a refund if the course is subsequently fully booked. To avoid any confusion, we ask that Cancellations are by email only. We will make every effort to resell the cancelled place. Where places are free a £45 charge will be applied to cancellations/DNAs. Payment is required within 30 days from date of invoice.

Date: 21st April 2026
Times: 1330 - 1530
Venue: Microsoft Teams Online Platform
Places available: 10

Fee/s:

NfP Members	£45
Non Members	£95

This workshop is suitable for: Staff new to working in general practice and staff working in general practice who want a fundamental refresh, or assurance that what they do is the best they can do.

Introduction

This course sets out to provide assurance to practice staff on how to handle data and information safely and securely. Given the scale of data used in a general practice, it covers a wide set of topics, from a fundamental perspective. By the end of the session staff should have a good grasp of the importance of confidentiality & data protection in the practice setting and be equipped with the key knowledge and skills not to make any basic mistakes.

The Fundamentals of Confidentiality:

- What can go wrong in a practice and the benefits of getting it right
- Communicating via email, phone, fax, answerphone, text and letter
- Informing patients about uses of data and handling queries
- Sharing data appropriately and effectively
- Technology – threats to security and benefits of use
- Assessing and ensuring security in processes
- Dealing with data breaches, minimising impact