

1. Function

2.1 Purpose

The purpose of this guidance is to outline the acceptable use of Loop (allocate) within NHS Lanarkshire. This policy is in place to protect all users and the organisation. Inappropriate use exposes NHS Lanarkshire to risk including, but not limited to, potential breaches of confidentiality, virus attacks, compromise of network systems and services and legal issues, and therefore it is imperative the guidance is followed when utilising Employee online & loop.

Loop is a fully integrated part of the Allocate Optima rostering solution provided by the supplier RLDatix. Loop gives staff greater control of their work life, with simple-to-use features such as viewing their personal roster and requesting annual leave. It allows employees to connect, communicate and engage with their internal departmental workforce.

There are two Loop Tools available:

- The Loop Core Communication and Rostering Tool (Loop Core) is provided as part of the NHS Scotland National Contract, there is no additional charge. Loop Core allows users to book leave; including annual and study leave; view leave entitlements; view personal and team rosters; and manage bank shifts (request, cancel and express interest). It also provides employees with an organisation page and enables teams to connect, communicate and engage with line management and internal departmental teams; it provides push notifications, private or group messaging and instant messaging functionality. Please see section 2.3 for the acceptable use of loop messaging functions.

Loop is available by downloading the Loop Application (App) onto a mobile or tablet., Please follow NHS Lanarkshire Information Security Policy Secure Use of Smartphone and Tablet Devices regarding personal mobile use.. If a user does not have access to a mobile device or tablet, an online version of Loop (Loop Online) will also be made available. You can access Loop Online from a desktop computer or laptop, either at home or within the workplace. Staff can create a Loop account when their local health board implementation team implements eRostering in their area.

Note: Loop Core Communication and Rostering Tool and Loop Engagement Tool should not be confused with Microsoft Loop which is an online collaboration platform developed by Microsoft.

2.2 Restricting Access

When sharing information, employees should consider who the information is required to be shared with and identify the most appropriate method to do so. This is

key when sharing sensitive information safely and securely. This should be in accordance with NHS Lanarkshire Information Security Policies

2.3 Loop Channel content and Chat messaging

2.3.1 Unofficial Communication Platform

Users should be aware that Loop is **not an official communication platform** for NHS Lanarkshire employees and/ or an information storage location. Therefore should **not** be used to record important and official information.

All official correspondence between employees should be communicated through NHS Lanarkshire electronic mail processes, Microsoft Outlook.

2.3.2 Communication Conduct

All communication sent through Loop is assumed to be official correspondence from employees acting in their official capacity on behalf of NHS Lanarkshire. This should be in accordance with local NHS Lanarkshire Information Security Policies section 8.:

When utilising Loop Chat Function all employees are expected to adhere to NHS Lanarkshire Use of Social Media Policy and the NHSScotland Workforce Policy, communication conduct is outlined within NHSScotland Workforce Policies and Guidance (links provided in Section 8.0). Within the guidance document Conduct Policy Expected Standards of Behaviour examples of gross misconduct are noted below:

- Abuse of a fellow employee or any other person;
- Breaches of confidentiality;
- Unprofessional conduct as defined by reference to generally accepted standards of conduct or ethics within a staff group;
- Inappropriate access and use of IT systems, software or the internet / intranet;
- Wilful disregard of equality and diversity policies;
- Significant or persistent bullying and harassment of a fellow employee or any other person.

2.3.3 Types of Information to be shared within Loop.

Loop is encrypted, however employees must **not** record / communicate or store identifiable patient information within Loop. All patient information should be recorded within the respective Electronic Patient Record (EPR) platforms and systems. When signing up for Loop employees must agree and adhere to the terms and conditions which states.

(d) “Users should not post any private or confidential information within the Software or do anything that otherwise infringes the rights of any third party, including intellectual property;”

If employees are uncertain of what systems are suitable for patient information they may refer to NHS Lanarkshire local policy and (or) contact NHS Lanarkshire's Digital Services.

Refer to NHS Lanarkshire's Information Security Policies on which systems are suitable for this sort of data sharing.

2. Scope

This guidance is applicable to NHS Lanarkshire Loop accounts users within the NHS Lanarkshire. The policy covers all devices capable of accessing NHS information, such as NHS Lanarkshire issued laptops, PCs, and phones, whether corporate. For accessing Loop on a personal device, please see:

NHS Lanarkshire Information Security Policy Secure Use of Smartphone and Tablet Devices

3. Responsibility

4.1 Responsibilities

Who?	Responsibility
Loop user	<ul style="list-style-type: none">Can see and edit information. Access to rostering information and can amend / request Leave Requests.

Loop Administrator	<ul style="list-style-type: none"> Disabled by default. Used to add new departments, and can administer all organisations, it must be unlocked before use. Can access a user's profile to provide user support. Admin will display their own "set up" name when connected to another user profile and the rostering will reflect the user profile it's connected to.
Moderators: Chat Messaging Organisation Page	<ul style="list-style-type: none"> Can see selected information but not edit. Visibility of reported posts and all related comments, including the comment that has been posted. Access to the profanity filter that will trigger in direct messages for Moderators to view context with reported messages. Cannot be performed via Loop Online. Moderators can access functions via desktop version.
Installation and Support	<ul style="list-style-type: none"> Support: NHS Lanarkshire System Administrator Full access for installation and support but may be under supervision from NHS Lanarkshire System Administrator

4.2 Acceptable use of Loop

Do's	Don'ts
Informal / general communication to colleagues. Where MS Teams is more appropriate	Do not use it as a storage solution for records of clinical or business requirement. Records and business information. This relates to both clinical and non-clinical information. All information required to be retained must be transferred to an appropriate digital storage location, i.e., network / sharedrive's, EPR systems / apps and (or) platforms.
View personal work roster.	Use for Personal (non-work related) communications

View annual leave entitlement and request annual leave. Please note that there is no functionality to cancel leave via the Loop Application. Please contact your line manager direct to cancel any planned leave.	
Request study leave (where applicable).	
Manage bank shifts (request, cancel and express interest) where applicable	
Keep chats short and to the point.	Transfer information in an unauthorised and unsecure manner. Approval and guidance must be sought from the Information Governance and Security department to ensure data and information is transferred in a secure manner.

4.3 Reporting of IT Incidents and Data Breaches

All inappropriate use, potential security risk or data breach should be reported immediately to your supervisor and/or line manager who will contact the Information Governance and Security team. Please also complete a Datix form immediately, to allow the impact to be tracked and reviewed.

4. Operational System

While seeking to encourage the use of technology to improve working practices and processes, NHS Lanarkshire will do so cautiously and will, always, take steps to safeguard patient, staff, and contractor data.

5. Risk Management

To mitigate the risks to NHS Lanarkshire's (including GP Practices) Data, Information and IT infrastructure, the following strategies and techniques shall be implemented:

Strategies and Techniques

It is the responsibility of each Line Manager to ensure this guidance is deployed within their area of responsibility.

NHS Lanarkshire Loop account users shall be trained to respect the confidentiality and privacy of individuals whose records they access; to observe any restrictions that apply to sensitive data; and to abide by legislation, policies, procedures, and guidelines with respect to access, use or disclosure of information. : Information Governance safe information handling available on TURAS

The unauthorised disclosure of data in any medium, is expressly forbidden, as is the access or use of any data for one's own personal gain, or profit, or to satisfy one's personal curiosity or that of others.

Regarding the Health & Social Care Partnership (H&SCP), the Integrated Joint Board (IJB) will continue to monitor the efficacy of the existing H&SCP Risk Management Strategy and arrangements, and regularly review these to ensure they consider legislative and operational requirements.

Should the above risk mitigations not be implemented, and a breach of legislation occurs the following impact may follow:

- Legal action against NHS Lanarkshire.
- Legal action against the person(s) involved in the breach.
- Loss of confidence by data subjects (patients/ Service Users).

6. Support

- If you are experiencing any issues or have any queries, please contact HR Service Now.
- Contact the Information Governance Team if you have any concerns regarding information security and records management: