



SENDING FILES TO NCEPOD

This guide will cover the most common methods of transferring data to NCEPOD for Trusts and Health Boards in England, Wales, Northern Ireland and the Bailiwick of Jersey.

N.B. All data sent from Northern Ireland and Jersey must be fully pseudonymised or anonymised before being transferred to NCEPOD.

Information on current and upcoming NCEPOD studies can be found here
[CURRENT STUDIES](#)

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WHAT DATA TO INCLUDE AND NOT INCLUDE

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To avoid a data breach, NCEPOD recommends the following to prevent the incorrect transfer of information

When naming documents

Do NOT	Do
▪ Use the NHS number	▪ Include the study name
▪ Use patient names/initials	▪ Use the NCEPOD number (a unique six-digit number assigned to each case)
▪ Use date of birth	
▪ Use hospital or medical record numbers	

Transferring documents to NCEPOD

Do NOT	Do
▪ Use ncepod.org.uk email addresses	▪ Use ncepod@nhs.net
▪ Put the password in an email	▪ Password protect files and call us
▪ Use the NCEPOD number as the password	▪ Use a random password
▪ Embed files in Word documents	▪ Include the study name
	▪ Use the NCEPOD number (a unique six-digit number assigned to each case)

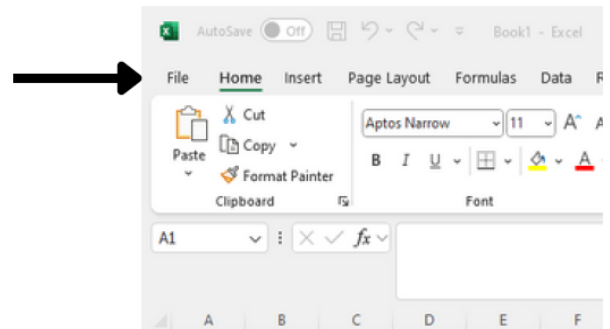
ADDING A PASSWORD TO A DOCUMENT

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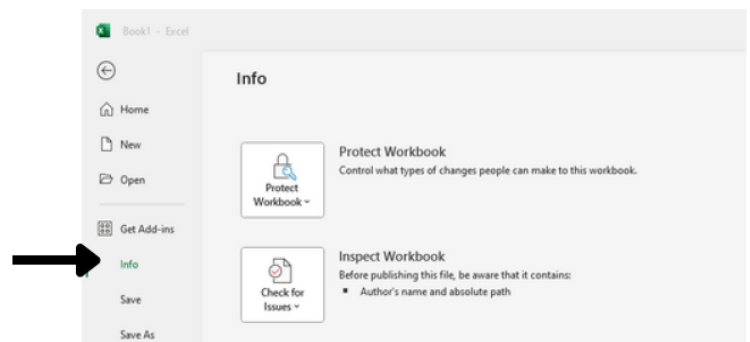
NCEPOD staff send out a blank Excel spreadsheet at the start of a study to be populated by the local reporter. Once complete it should be password protected and emailed to ncepod@nhs.net.

MS Excel 2010

When the spreadsheet is completed,
click **File**.

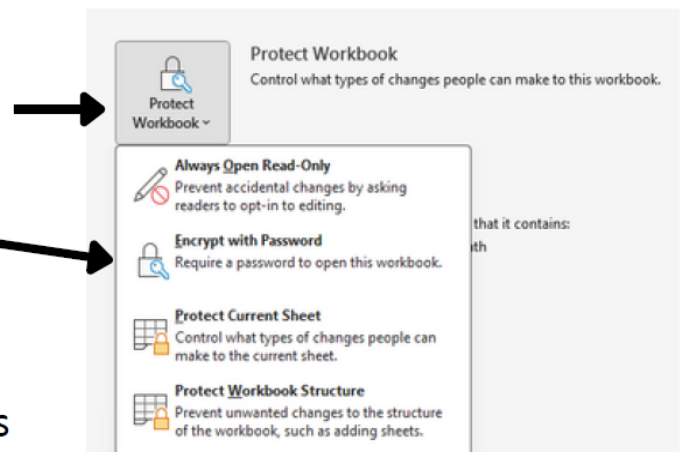


This opens a larger menu,
select **Info** to bring up the
document settings.



Chose the **Protect Workbook**

Encrypt with Password.



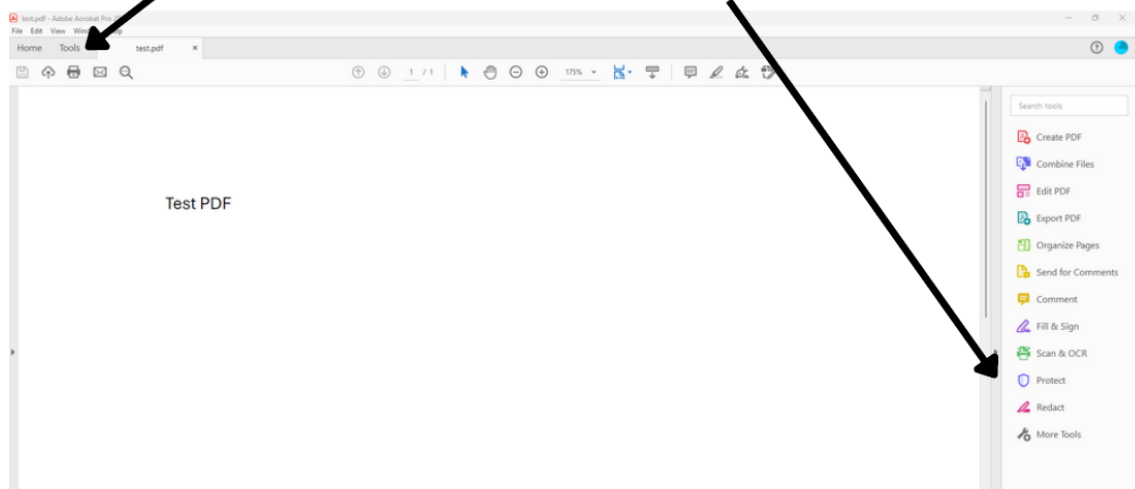
This opens a textbox to type in a
password. Once the password has
been confirmed, save the file.

Adobe Acrobat 2020

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1) Click the **Tools** tab on the top of the screen

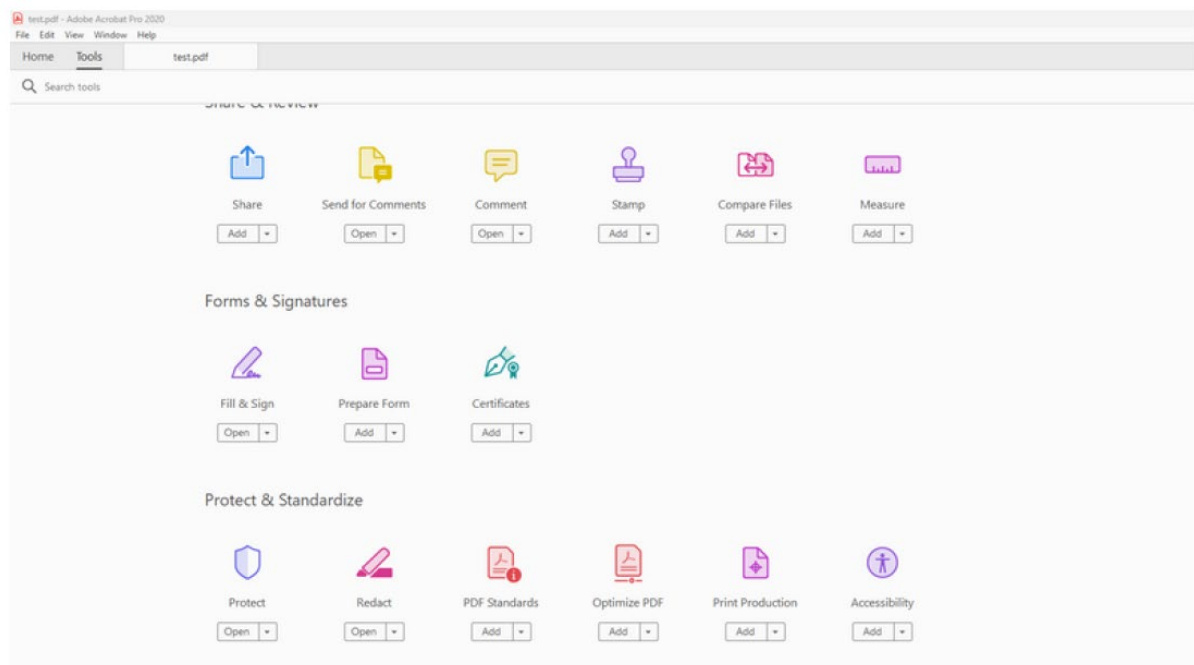
2) Or by clicking **Protect** on the right hand pane



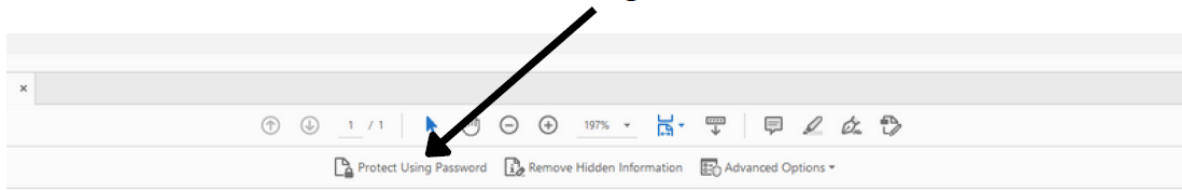
Selecting the tab at the top of the screen opens the below screen.

Scroll down to the **Protect & Standardize** heading then **Protect**

Accessing the security settings for a PDF can be done in two ways.



After clicking the **Protect** button, a toolbar will appear.
Chose the **Protect Using Password** button.



This opens the below pop-up.

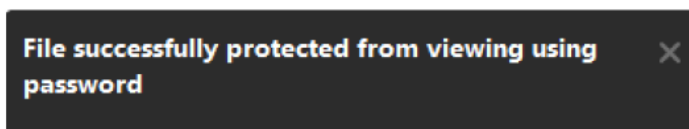
A screenshot of the 'Protect Using Password' dialog box. It has a title bar 'Protect Using Password'. Below it, it says 'Requires user to enter a password for:'. There are two radio buttons: 'Viewing' (which is selected with a blue dot) and 'Editing'. Below these are two text input fields labeled 'Type Password' and 'Re-type Password'. At the bottom, there is a dropdown menu 'Advanced Options', a 'Cancel' button, and an 'Apply' button. A black arrow points from the 'Viewing' radio button to the explanatory text on the right.

Make sure the password is for **viewing** the PDF.
(If it is locked for editing we will **not** be able to use the file(s).)

Type in a secure password, then click **Apply**.

Adobe will not let a 'weak' password be applied to the PDF

You will receive the below message when the password has been applied. The document will need to be saved to apply the changes.



SENDING FILES TO NCEPOD

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This section details the ways in which NCEPOD can receive files, both digitally and through postal services.

The preferred method is digital, as an email attachment or via data transfer. NCEPOD recognises the limitations of using email, particularly the 25MB limit per email. For some studies this requires sending multiple emails which is an enormous task for the sender and for processing on receipt at NCEPOD.

It is recommended to use **7-Zip** to compress and protect files for emails or, if possible, one of the other ways outlined in this guide.

We kindly ask that PDFs are **not** embedded into Word documents when sent to us as embedded documents are unable to be scanned by antivirus software and are a high security risk.

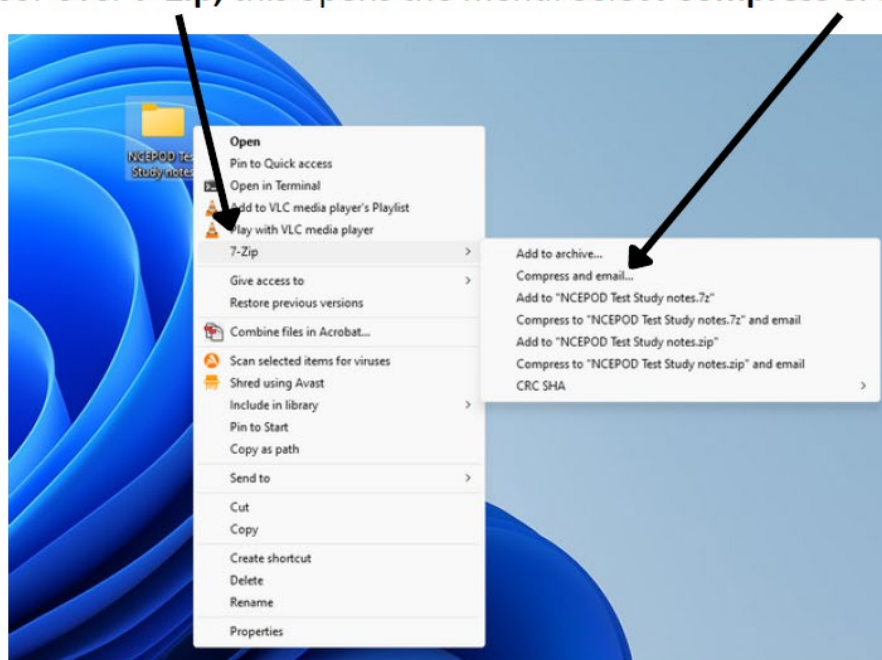
7-Zip

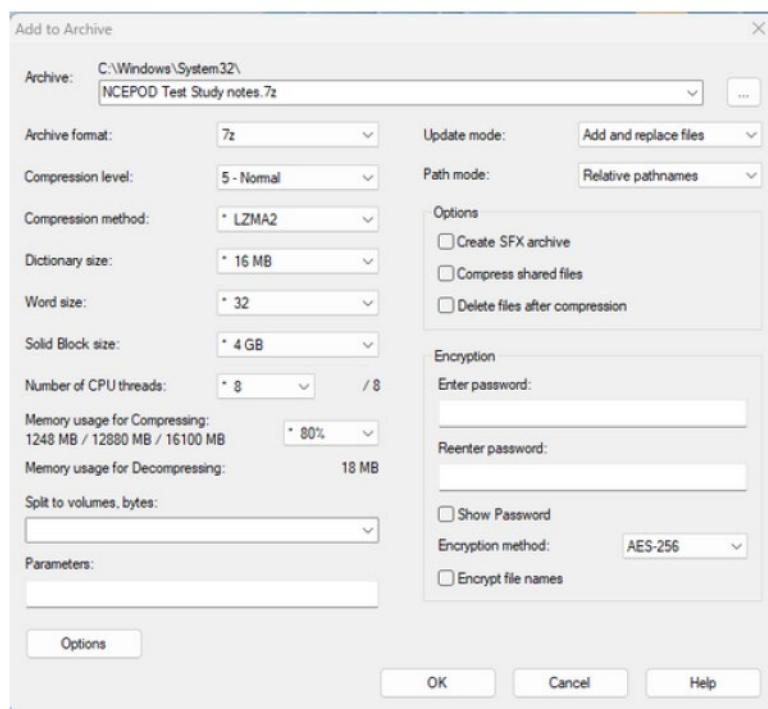
7-Zip is a downloadable software that compresses folders and allows password protection. This is the easiest and safest way to prepare attachments to be sent via email. If using 7-Zip, only the folder containing the files needs to have password security.

When the files to send have been compiled, place them into a new folder on the desktop.

Right click, on the folder to open the drop down, as seen below.

Move the cursor over **7-Zip**, this opens the menu. Select **Compress & email**

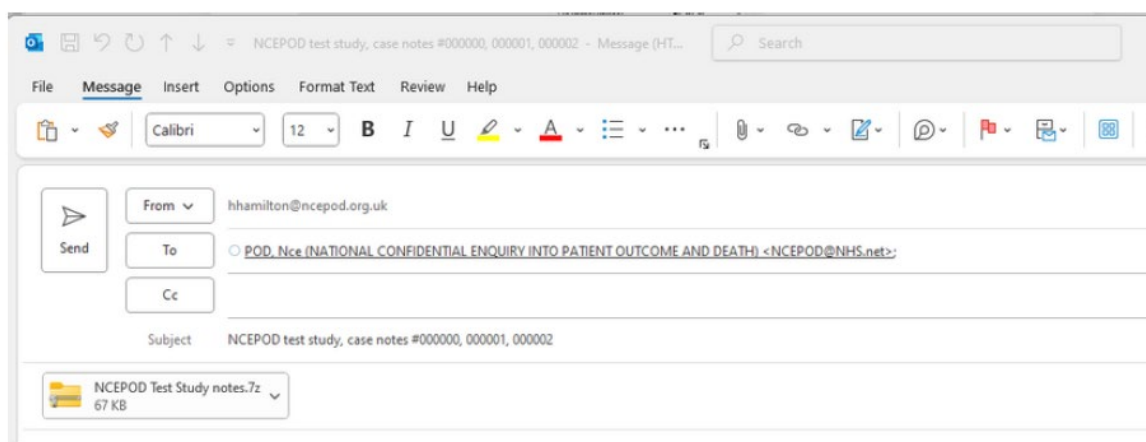




Opening the
Compress and email
window looks like this.

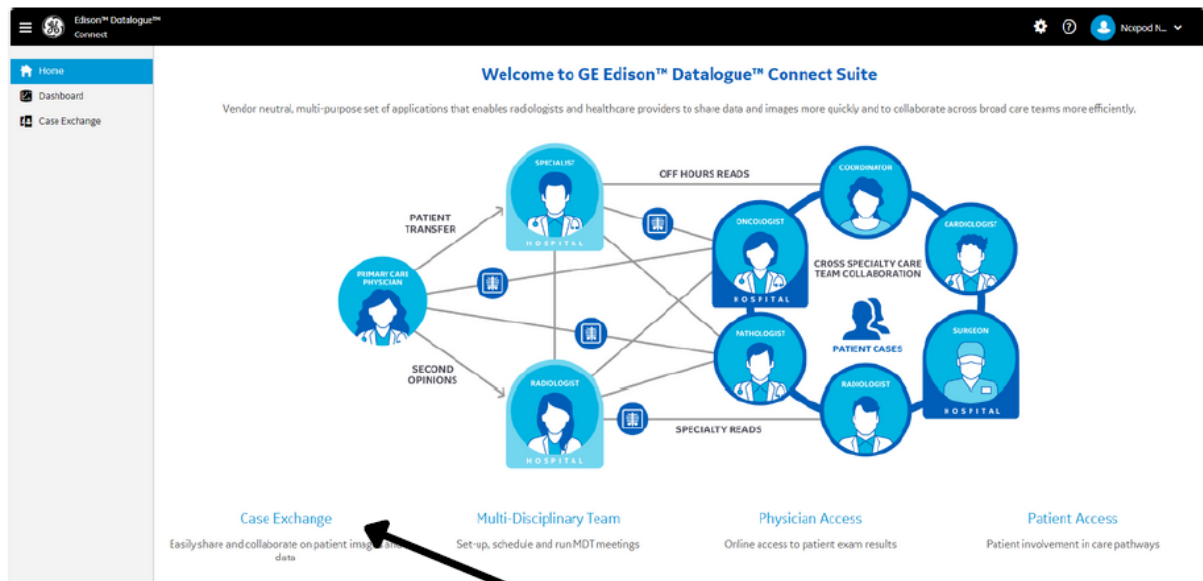
Here you insert a
password.
Once done, click the
OK button

Clicking **OK** starts the compression. When 7-Zip has finished it automatically opens and attaches the folder into an email.

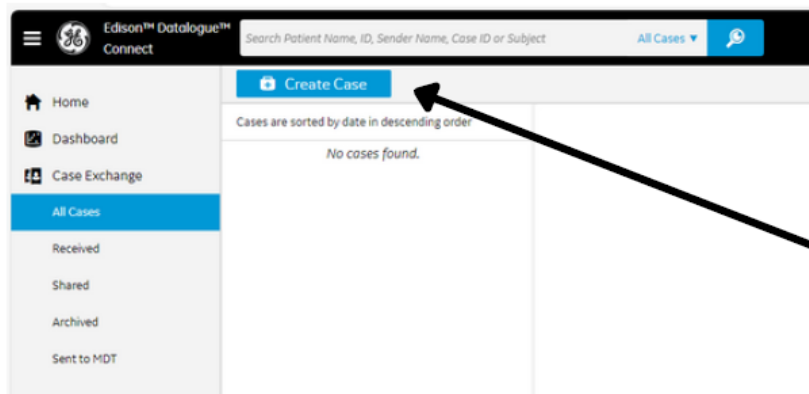


Centricity 360

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Upon opening and logging into Centricity360, you will see the home screen, above. To share cases, click on the **Case Exchange** button.



The **Case Exchange** has a toolbar along the left hand edge and at the top is the **Create Case** button, click this.

The **Create Case** window presents a sending form and the ability to attach the files.

Submit Attach file

Recipient: ncepod@nhs.net

Subject - study name → NCEPOD test study

Clinical reason - other NCEPOD data request → Other

Privacy - confidential → Confidential

Study details and NCEPOD number(s) → Please find attached case # for NCEPOD# 000000, 000001, 000002 for the test study

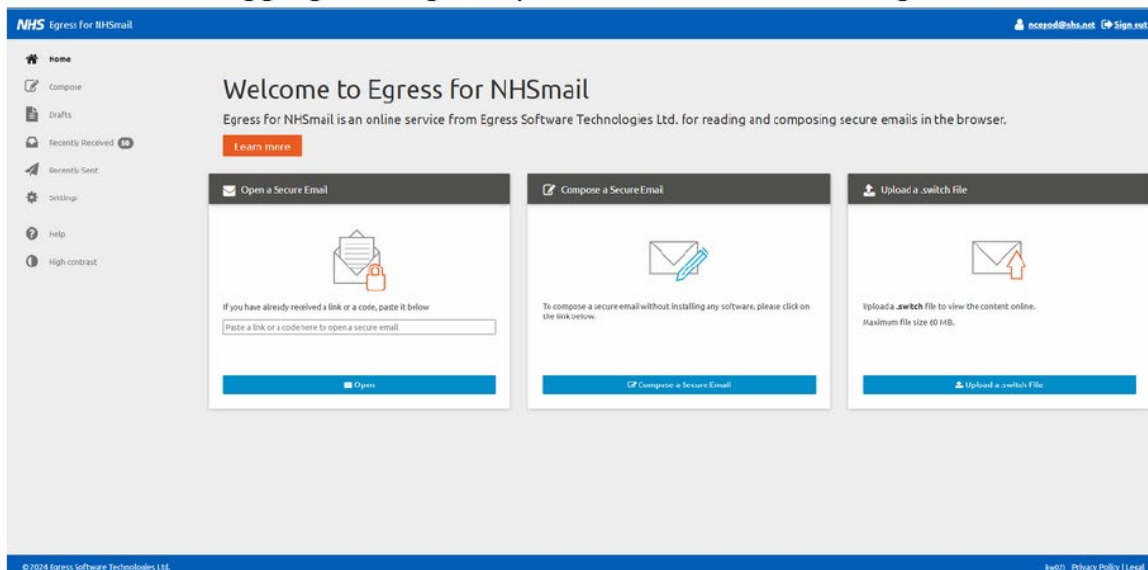
The form above requires recipient's email address, ncepod@nhs.net

The subject heading is the NCEPOD study name.

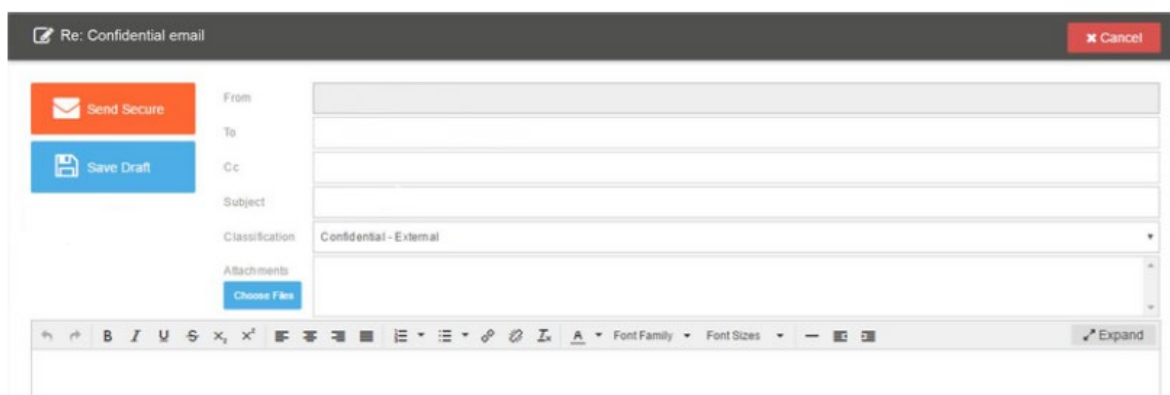
The reason for sharing is **Other** for the reason of an **NCEPOD data request**.

Privacy levels need to be set to **confidential** and finally please **type in** the NCEPOD numbers of what is being sent.

On logging into Egress you will see the following screen.



Select **Compose a Secure Email** from the three options. Attach case notes using the **Choose Files** button



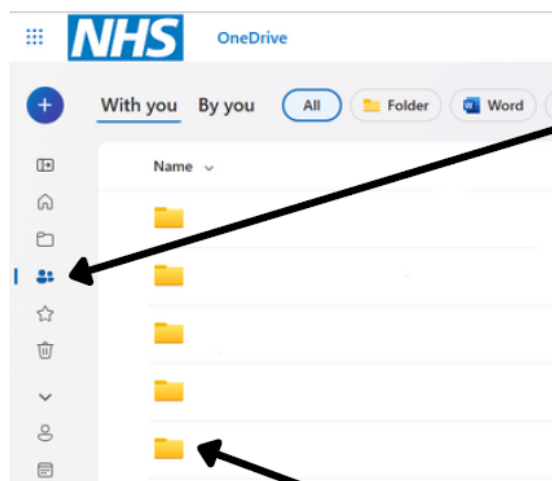
When ready, press the orange **Send Secure** button. This sends an encrypted link to NCEPOD where we will then access the case notes.

N.B. Due to internal IG policies, we are unable to confirm receipt of the content of Egress links immediately after receiving them.

OneDrive and SharePoint

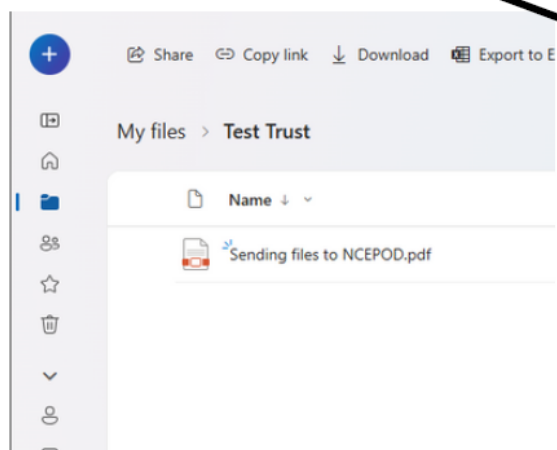
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NCEPOD has permission to share a folder with each Trust/Health Board in England and Wales to allow the quick and easy transfer of case notes. These transfers can only be initiated with an @nhs.net email address.



Upon opening SharePoint, select **“Shared with Me”**. This will show all the files shared with you, including a folder with your Trust/Health Board’s name.

This will be the folder linked to NCEPOD.



Open this folder by clicking on it.

Here documents can be drag-and-dropped in from your files.

NCEPOD can see these documents, where they will be downloaded and deleted upon receipt.

Sending case notes by post

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Please do not send any originals in the post.

If you wish to send notes by post, please call or email the NCEPOD office to request tamperproof envelopes to prevent the loss of notes through damage incurred during transit. We have found that other tamperproof envelopes are not as sturdy as ones we provide.

If you work in a large hospital site, please provide a room number/postal room for the envelopes to be sent to, this ensures that they will arrive at the correct location.

NCEPOD's freepost address has a limit of up to **1kg** (inclusive) per bag sent. This is only for **Royal Mail 2nd Class** delivery. If the Trust/Health board requires other services, such as 'signed for' or 'tracked' delivery, then they must pay for the cost of postage.

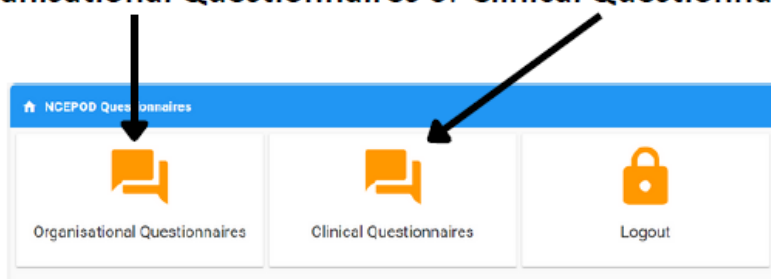
Freepost
RTBS-XCXG-RGLA
NCEPOD
Ground Floor, Abbey House,
74-76 St. John Street
London
EC1M 4DZ

NCEPOD's online questionnaire system

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The NCEPOD online system allows local reporters to inform NCEPOD that case notes have been sent, in return, NCEPOD updates the system to confirm receipt.

Once logged into the NCEPOD online system, you will see either **Organisational Questionnaires** or **Clinical Questionnaires**.



To view the clinical cases assigned, click **Clinical Questionnaires**. Here you will be presented with a list of all the studies you have participated in, select the relevant study

The screenshot shows the 'Clinical Questionnaires' page. It has a blue header bar with the text 'Clinical Questionnaires'. Below the header, there is a table with the following columns: 'Study', 'Case Notes (Returned / Requested)', 'Assigned', 'Incomplete', and 'Submitted'. The table contains two rows of data. An arrow points from the text above to the 'Study' column header.

Study	Case Notes (Returned / Requested)	Assigned	Incomplete	Submitted
Test Study - Clinical Questionnaire	0/0	1	1	0
Reported Study - Clinical Questionnaire	0/2	8	8	0

This page shows all the assigned questionnaires to your Trust/ Health Board, for this study

Reference numbers	Study name	Due by	Questionnaire options	Case note status
NCEPOD 00000 Hospital Num: 123456	Admitted: 28/12/2019 Discharged: 31/12/2019 Test Study	Not Started 01/05/2020	Miss Holly Hamilton REVOKE RESEND	Requested
Selected admission dates	Assignment status	Assigned clinician		Audit trail

By clicking on the red **Case Note Status** button, the following options appear:

Update Case Notes Status

Case notes have been requested for this assignment. Please select one of the options below to update us on the current status of the Case Notes.

Case notes have been sent:

DIGITALLY **BY POST**

Case notes are:

NOT AVAILABLE

Selecting any of the options will then update the case note status to show how they have been sent.

This **cannot** be undone, so please only select an option when ready.

Sent digitally

When the notes have been marked as sent

Received

When NCEPOD has received the notes

DATA BREACHES

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A data breach occurs when information is sent to us incorrectly. This can include:

- Sending passwords via email
- Including patient identifiers (excluding NCEPOD numbers) in the text or body of emails
- Failing to password protect documents
- Sending patient identifiable information to email addresses other than ncepod@nhs.net

If there is a data breach, you will receive an email from us to inform you that it has occurred and why. The data breach will be recorded on the NCEPOD data breach register.

If there is a high incidence of data breaches from a specific Trust/Health Board, NCEPOD will escalate the issue to the Medical Director for further action.

CONTACT US

NCEPOD can be contacted by phone or by email:

Phone - 020 7251 9060

Email - ncepod@nhs.net