

Our ref: FOI 3885

27th July 2026

FREEDOM OF INFORMATION ACT 2000 – INFORMATION REQUEST

When did your Trust area launch the digital Encompass system?

SHSCT went live with encompass on 8th May 2025

Since Encompass has been operational, have you registered any unauthorised access to medical files?

Since go live there have been less than 5 confirmed incidents of inappropriate access to information on the encompass system.

If so, please state the exact number of occasions you are aware of unauthorised access?

The Trust has a legal duty to protect staff confidentiality and, in line with this duty, the figure of less than 5 has been provided where figures are very low. This is because of the potential risk of identification of an individual. In reaching this decision the Trust has considered the fact that all information disclosed in response to a FOI request is disclosed to the 'world at large' and is published on the Trust website.

S 40 (2) (third party information) of the Freedom of Information Act 2000 has been applied to exempt the exact figures from disclosure. The Trust does not consider the disclosure of the information to be fair to the individuals concerned as there is the potential risk of identification of an individual(s) which they would not expect, and which would therefore breach the fairness element of the first principle of the Data Protection Act 2018

Do you have a specific IT team that looks after Encompass/records any unauthorised access?

There is no dedicated IT team responsible for investigating unauthorised access to the encompass system. The Trust takes all concerns regarding inappropriate access to information seriously. Where concerns are raised by patients, service users or staff, they are investigated by the relevant service area responsible for the staff member(s) concerned, with advice and support from the Information Governance team where required.

As part of these investigations, appropriate enquiries are undertaken, which may include a review of system audit logs. Where evidence of unauthorised access is identified, appropriate action is taken in accordance with Trust policies and procedures.

I had seen mention of no hub being in the Western Trust area. Are there Encompass hubs? If so, what do they entail?

The Southern Health and Social Care Trust has an electronic encompass Hub which is available to all staff. The encompass hub has all documentation relating to encompass, such as training, policies, procedures, standard operating procedures, notification of any changes etc.

In addition, the Southern Health and Social Care Trust holds weekly encompass video call meetings with staff. These meetings are open to staff to join and are organised by each Professional Lead i.e. Nursing and Midwifery, Pharmacy, Admin, Medical, Social Work & Social Care and Allied Health Professions.

If there are dedicated Encompass hubs, please state which areas they are in?

If your Trust area has one, please confirm that.

In the Southern Health and Social Care Trust these Hubs are ‘virtual’ in order to ensure access to all staff across a widespread geographical location.

If there are workers specifically dedicated to Encompass in your area, please state how many Encompass workers there are in your Trust area?

SHSCT encompass programme Management team – 8

SHSCT Professional Digital teams – 7 plus medical staff who work on sessional basis but are not full time

SHSCT Digital Safety - 1

Foi.Team@Southerntrust.hscni.net