

Case study: Manchester Working Well

The PCMIS system allows alerts to be put on to ask staff to consider if there is a clinical need to read notes before reading them. The Manchester resilience hub has a policy that staff within the hub don't provide support to staff from boroughs they have worked in.

There is also an option for bespoke alerts to be created if clinicians realise they know clients. They also try and ensure there is no cross over (where possible) between systems work and clinical work – e.g. if a person is supporting a manager as part of a system they would not work with them clinically.

The Manchester resilience hub have also developed a Greater Manchester information sharing guidance in conjunction with the information governance team that helps the organisation understand supports the developed to help your organisation share personal information safely and securely.