Imperial College London

Research Governance and Integrity Team

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NHS Trust

Secure Image Capture and Export for Research using Pando	
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1. PURPOSE

This Standard Operating Procedure (SOP) describes the process for capturing images of required documents for research e.g. consent form, case record form, questionnaires, using a the Pando app via a smartphone, so that they can be exported securely to the site file and medical records, without being stored on the personal device.

2. INTRODUCTION

Standard processes for recording and storing research documents have been difficult to achieve during the COVID-19 pandemic because it has not been possible to transfer paper copies of documents in and out of patient rooms on hospital wards whilst complying with infection prevention and control policies. Remote consent and data collection with patients who are at home has also become much more common. This means that we need a safe and secure mechanism for capturing and storing research documents that does not rely on paper or face to face communication.

The Pando[1] app is in use across multiple NHS Trusts in the UK, has been assessed as safe to use by NHS Digital and is listed in the NHS Apps Library. It has been approved by ICHT's Caldicott Guardian and New Apps and Systems committee for use in the Trust, which means that its use does not have to be approved each time a study is being set up through CCC. The app enables information and communication with NHS email and NHS staff, through secure messaging, image capture and export to NHS records. Using Pando, NHS staff can use their own smartphones to capture information for research and practice and transfer it securely to NHS systems, without storing any information on their personal phone. Personal smartphones are subject to the Trust infection prevention & control Policies and should be decontaminated appropriately after use (e.g. cleaned with a Clinell wipe).

Patient identifiable information can be shared using Pando because all the messages sent are end to end encrypted both in transit and at rest. None of the information shared on Pando is stored permanently on the personal device, and everything is held on certified UK based secure servers. As such, users will require a reliable connection to the internet, such as Trust wifi or 3/4/5G data connection. Pando meets all the NHS Digital guidelines, is PIN protected and its security features make it compliant with GMC/RCN guidance on Information Governance.[2]

3. RESPONSIBILITIES

This SOP is applicable to all clinical and research staff who need to transfer images or information securely to NHS records for research, where it is not possible to use paper and wet signatures e.g. due to infection prevention and control precautions or remote working.

It is the responsibility of all staff who are using this SOP to comply with other related RGIT SOPs such as Informed consent for Research RGIT_SOP_016.

4. PROCEDURE

Staff member needs to download the Pando app from the iOS App Store or Google Play Store, and go through the authentication process.[3]

The Pando activation process is based on two-factor authentication via the staff member's approved NHS email address[4]. Only those involved in the direct care of the participant or the research project involving the participant should use the app for this purpose.

To attach images taken on Pando to an electronic patient record, tap the gallery feature on the Pando app, and tap the image to be sent. To export the image on Android, click the green arrow and select the email icon. To export the image on iOS, click on the envelope icon[5]. Further information about sending photographs using Pando is available[6]. If the patient has a paper file, the information sent via Pando can be printed and inserted into the patient file. Pando does not store the documents. Instead these should either be stored in paper notes, or the image exported from Pando and placed in an appropriate permanent store.

Pando image quality is sufficient for an image to be a true copy. This means that the original copy should be destroyed and the Pando copy placed in the site file. Local Quality Control processes remain in place.

Sponsors should be notified by the CCC team at set up, if Pando is being used for informed consent or other documents. If the study is already set up, the study team are responsible for notifying the sponsor that Pando is now to be used.

Frequently asked questions and further information is available[7].

5. REFERENCES

1. **Hello Pando NHS**
2. **Can I share patient identifiable information? Article**
3. **How do I download Pando? Article**
4. **How do I login to Pando with my NHS email? Article**
5. **How can I securely transfer images out of Pando? Article**
6. **Can I send photos on Pando? Article**
7. **Support Article**

6. APPENDICES