

Encryption of Cremation Form 4 using Egress Guidance for Funeral Directors

1. Background

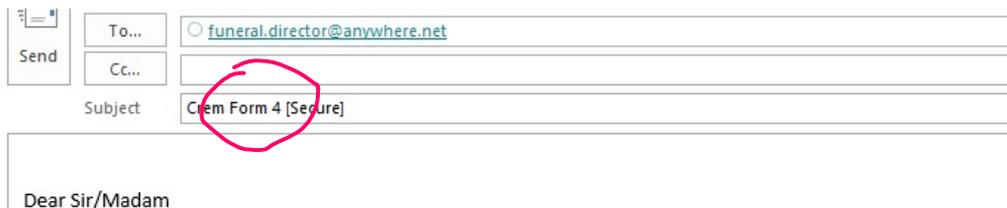
- 1.1 Since the start of the Covid19 pandemic and the changes introduced by the Coronavirus Act 2020 it has become normal practice to complete an electronic version of Cremation Form 4 and email it to the Funeral Director.
- 1.2 Legal requirement for Cremation Form 4 to be completed by a Registered Medical Practitioner, and therefore cannot be delegated to a non-doctor to complete.
- 1.3 The completed form must be signed, which can be by either using an electronic signature, or by attaching a scanned signature.
- 1.4 Concerns have been raised as some practices have been sending the completed form unencrypted via an unsecure email link, and that some Funeral Directors have refused to accept encrypted emails. In both of these scenarios there is a risk that a breach of data protection regulations may occur.
- 1.5 LLR LMC has worked in conjunction with the Senior Coroners, Funeral Directors, Medical Registrars, and CCGs to develop this guidance.

2. Information Governance

- 2.1 The core information contained in the form relates to a deceased person. Although this means that the General Data Protection Regulations (GDPR) and the Data Protection Act 2018 (DPA2018) do not apply there are still requirements to comply with the Common Law Duty of Confidentiality (CLDoC).
- 2.2 The replies to Questions 14 and 15 of the form may frequently include personal information about living data subjects, and this data is subject to GDPR/DPA2018.

3. Solution

- 3.1 It has been agreed that general practices will send completed Cremation Form 4s using NHSmail (nhs.net) in an encrypted format to funeral directors.
- 3.2 Encryption is applied to an NHSmail email using the embedded Egress system by adding “[Secure]” to the subject line:

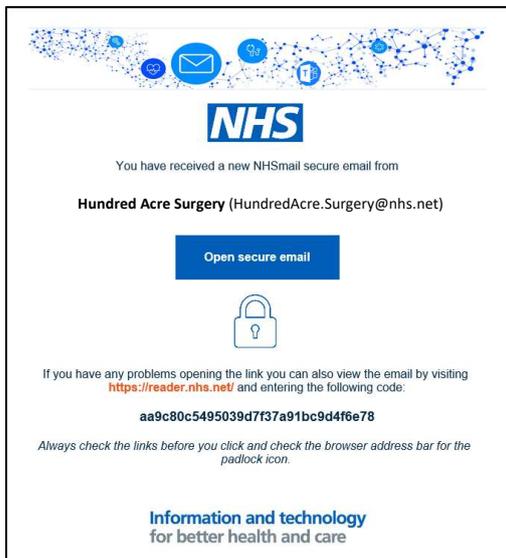


The screenshot shows an email composition interface. The 'To...' field contains 'funeral.director@anywhere.net'. The 'Subject' field contains 'Crem Form 4 [Secure]', which is circled in red. The 'Cc...' field is empty. The 'Send' button is visible on the left. Below the subject line, the text 'Dear Sir/Madam' is visible in the email body area.

- 3.3 If a funeral director refuses to accept an encrypted email, then we expect them to arrange to collect a copy from the GP surgery.

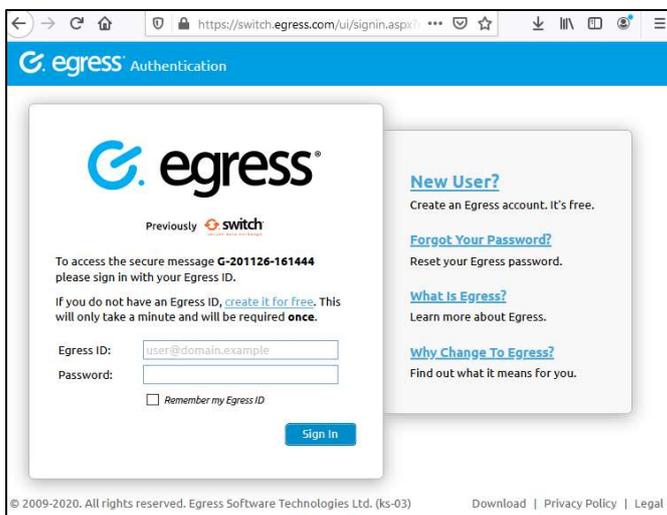
4. How to open an encrypted document using Egress

4.1 You will receive an email looking like:



4.2 To open, click on the blue box:  (if this does not work go to <https://reader.nhs.net> and enter the long code contained in the email).

4.3 You will be taken to a webpage:



- 4.4 If you already have an account, enter your Egress ID and password. If you have not used it before click on the “New User?” tab on the right, and you will be taken to a screen to sign up to Egress which is free to use:

egress Registration

Sign Up

1 To sign up for a free user account, please complete each part below:

Email (Egress ID):

First name:

Last name:

Phone number:

Country:

Email me about product updates and services from Egress

2 Choose a strong password to protect your identity:

Password:

Confirm password:

Minimum 8 characters, with at least 1 lower case and either 1 upper case / number

Question #1:

Answer #1:

Question #2:

Answer #2:

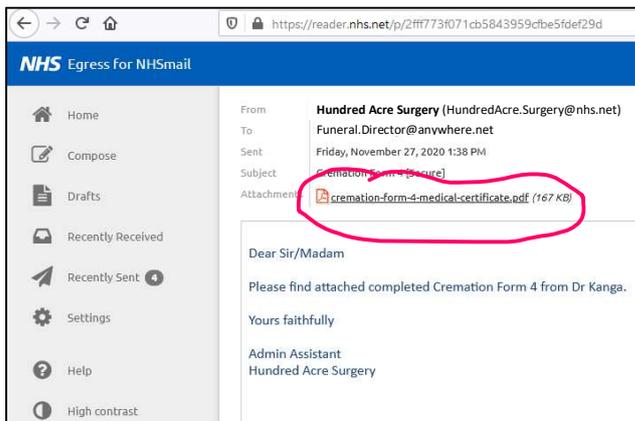
We'll store the information you give us in accordance with [Privacy Statement](#). Please read it before clicking "Create Account" below.

If the email address you use is owned or controlled by an organisation (like your employer) we may share the existence of your account registration with them.

I accept the [free user terms](#) and have read the [privacy statement](#)

- 4.5 Keep a note of the Egress ID and Password for future use.

- 4.6 You will now see the unencrypted email with the attached Cremation Form 4:



LLR LMC
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