



****How Third-Party Provider hardware/software is on-boarded to NEL managed Infrastructure – in line with NHS Digital and NHS England standards and specifications****

In line with our recent communication for third-party changes and support, in December 2020, NEL re-launched a self-service portal for customers to raise and track requests.

Third-party change requests now follow the Additional Service Request Process (ASR) for assessment and delivery.

As per *The Primary Care (GP) Digital Services Operating Model 2019-2021*, under General Practice Responsibilities, the key requirements are to notify the CCG and NEL of any planned changes or implementations to NEL-managed hardware or infrastructure.

These services are outside of the standard Service Level Agreement (SLA) and therefore require notification (ideally at the same time as the third-party engagement) to ensure that sufficient time is allocated to carry out the required checks and activities and quotation to deliver.

Key steps (using a phone system upgrade as an example) would require:

1. Notification to the CCG for prior authorisation of the procurement
2. DPIA Assessment to be undertaken and recorded in your DSPT.
3. Engagement with NEL to ensure that the new system/ service *'Complies with standards where appropriate to ensure security, confidentiality, and protection of NHS digital assets and services.'*

4. Installation is dependent upon the third-party providers supplying the technical information in a timely manner to support the assessment against the standards as prescribed by NHS Digital.

Please ask the supplier to complete the relevant '3rd Party Checklist' under FAQs.

How does this impact you?

All ASRs, including 3rd party requirements should now be submitted to NEL via the new self-service portal which can be found at <https://crc.nelcsu.nhs.uk/MSMSelfService/>.

To locate the ASR form, from the home screen, customers should select 'My Services' followed by 'Professional Services' and finally 'Create Request' to create their request and upload any documents as an attachment.

NB: Due to current workloads; Third Party assessments require at least 4 weeks' notice from receipt of Technical Specification documentation, to enable review and scheduling of works.

Is there anything else you need to do?

Review these useful links:

- CCG Practice Agreement references obligations (not limited to): 2.1. Digital Services for Practices, 2.1.3 covers '*Purchasing own digital services outside of the National Digital Services, GPIT Futures Framework and locally commissioned services*'.
- Ref 4.11, 4.12, and 4.12 Subject to Clause 4.8 – '*No installations or software and hardware or make changes to any hardware or software configuration that is installed or operated on the Managed GP IT Infrastructure*'.
- Operating Model [gp-it-operating-model-v4-sept-2019.pdf \(england.nhs.uk\)](#)
- GPIT Specification Commissioning Support Pack [gp-it-specification-support-pack.pdf \(england.nhs.uk\)](#)
- Appendix C - Pages 153 to 169 provides a table of requirements for consideration when a practice engages with a third party provider
- Appendix E - Procurement Technical Checklist - 1.10 stipulates '*Has a defined process for assessing third party products and evidence that any third party products have been assessed against all relevant standards.*'

Further guidance on network security at GP surgeries can be found on this [NHS Digital page](#).