

# South East London CCG ICT Bulletin

Dear Colleagues,

Welcome to our first SEL CCG ICT Bulletin. I wanted to start off by saying thank you for everything you have been doing to keep services running and accessible to patients throughout the pandemic whilst keeping staff and patients safe. The pace of change in ICT across 2020 has been unprecedented but ultimately these changes will transform the workplace through a combination of increased mobility, collaboration, and a stronger security profile. This work has been driven by 3 key factors:

- A swift response to the pandemic
- Strategic work in anticipation of and as part of the SEL CCG merger
- The NHS England roadmap for digital transformation

Whilst some of this work is still in the planning phase, there are a number of programmes and initiatives that are already in delivery or are imminently being released. I'm keen on sharing updates and key ICT and digital programme information that directly affects you and your staff through a regular communication channel and I am hoping that this bulletin will help the digital teams across SEL CCG to co-ordinate and communicate key information to all SEL CCG practice members in one place.

We are very keen on hearing what topics and issues would be of interest to you so that we can make sure these are included in future editions. Please send feedback to me and the team at: [selccg.digital@nhs.net](mailto:selccg.digital@nhs.net)

Nisha Wheeler

Director of ICT & Information Governance

## Meet the Team

There are three teams working across the digital landscape of south east London – the CCG IT team, the ICS Digital team, and the Digital First team. All three teams work closely together and collaboratively align digital and IT programmes and projects to support practices, partners and the SEL population.

The SEL CCG IT team, in collaboration with the Digital First team, will also be working closely with digital and clinical leads in local boroughs, practices and PCNs to ensure that local IT and digital needs are discussed and are incorporated into the digital strategy for primary care.

The ICS Digital team is responsible for Digital across the SEL health and care landscape including Primary Care, Secondary Care, Mental Health and Community. The team is responsible for the development and delivery for the ICS digital strategy in conjunction with clinical groups and has a portfolio of projects to deliver alongside the CCG.

The Digital First Team is responsible for the Digital First transformation programme with a focus on delivering equitable access to primary care digital services for all patients, which will be introduced in further detail below.

### The SEL CCG IT Team:

**Ian Riley – Chief Information Officer**

**Nisha Wheeler – Director of IT and IG**

**Pin Bhandal – Assistant Director of IT and IG**

**Alison Pryor – Information Governance Support Officer**

**Ruth Edmondson – IT Delivery Manager (Bexley, Greenwich, Bromley)**

**Mark Gladwell – IT Delivery Manager (Lewisham, Southwark, Lambeth)**

**Jack Pepper – IT Project Support Officer**

### ICS Digital Team:

**Ian Riley – Chief Information Officer**

**Jack Barker – Clinical Chief Information Officer**

**Dean Holliday – PHM and LHCRE Data Service Programmes Manager**

**Les Higgs – IT Project Manager**

**Angela Poland – Local Care Record Programme Manager**

**Rachel Smith – Digital Programme Support Officer**

### Digital First Team:

**Prad Velayuthan – Digital First Clinical Lead**

**Ross Wickens – Digital First Programme Manager**

**Laxmi Harding – Digital First Project Manager**

**Charlie Butler – Digital First Project Manager**

**Tumi Clark – Digital First Project Manager**

### NHS Mail Refresh programme has begun

You will be aware that the NHS Mail refresh programme began in August and is expected to run through until the end of December this year. The number of accounts being migrated has been slowly ramping up towards a target of 20,000 user accounts per night. At present around 15% of the total 1.4 million users have been migrated. Shared mailboxes will be the last phase of the migration process.

In addition, Exchange Online Archive is coming - one of the additional benefits of the migration to Exchange Online is that you and your users will experience the benefits of Exchange Online Archiving. Once upgraded, you will see an additional mailbox in the left-hand side panel of Outlook (Outlook desktop application or Outlook on the Web). This mailbox will allow you to archive messages ultimately freeing up space within your mailbox quota, with all archived emails stored online only.

To date, the local IT teams have only seen a handful of logon issues being raised and these mainly stemmed around MFA (Multi-factor Authentication) which have been resolved. Four other issues have been reported as follows:

1. Some issues with larger mailboxes (those above the standard 4Gb allowance), have been reported. Some larger mailbox users have lost their extra data allowance on migration and subsequently needed this to be addressed; please contact your IT provider if this issue applies to you.
2. Users are reporting that genuine emails are being sent to their junk mailbox; please be aware and review your junk mailbox regularly.
3. Some users have lost access to their shared inbox following migration. Please contact your IT provider if this is the case and they should be able to remove you from the shared mailbox and add you back to resolve the issue.

This refresh is part of the wider N365 program; more details are available at:

<https://digital.nhs.uk/services/nhsmail/nhsmail-live-with-microsoft-hybrid-service-on-office-365>

**WARNING** – there are three warnings to be aware of:

1. Following the NHS Mail migration to Office 365 Mail, some practices have reported Docman letters not being able to come through to Docman, which has led to practices manually processing each document. Docman have announced an update will be coming out at the beginning of October which will allow Docman to collect the documents automatically from the O365 version of NHS Mail. Docman 7 practices are still able to receive from O365 NHS Mail without any update needed.
2. Microsoft is removing the internet communication security protocols TLS 1.0 and 1.1 on 15th October 2020 due to vulnerabilities. From this date any clients trying to access Office 365 [O365] or Exchange online [including Office Outlook] using these protocols will stop working.
  - For Lewisham, Southwark, Lambeth, NEL CSU has been working to ensure that all devices on the estate have been updated or patched to use TLS 1.2 or higher. There remain less than 200 devices (verification whether this includes SEL devices is under investigation) across their supported estate with versions of Office Outlook which are not confirmed to have been automatically patched and may not work after October 15th 2020. NEL continue to identify, verify, and patch these remaining devices ahead of the deadline.
  - Bromley users may also need to contact their local IT provider if they experience any issues.
  - This does not affect boroughs with SEL (Bexley) IT as their IT service provider.

**Please note: For the vast majority of staff there is no action required here as remediation work is being carried out centrally through NEL. However, if you do experience issues with access or you receive a warning message about the use of TLS 1.1 or older, please check the details in the link below and raise a ticket with the Service Desk if required - Thank you**

3. All boroughs – due to Microsoft removing the internet communication security protocols TLS 1.0 and 1.1 on 15th October 2020 (as stated above), **personal devices** that are used to view NHSMail emails [PC's, Laptops, Phones, etc] might not be up-to-date and might not continue working after this date. Customers are advised to check their devices

and confirm that they are patched and up-to-date to ensure they will support the use of NHS mail. NHS Mail has further guidance on this issue at the following URL:

<https://support.nhs.net/knowledge-base/transport-layer-security-deprecation-guidance/>

#### Local IT Teams Contact Details:

##### Bexley IT:

Phone: **020 8298 6166**

Email:

[BEXCCG.ServiceDesk@nhs.net](mailto:BEXCCG.ServiceDesk@nhs.net)

##### NEL ICT:

Tel: 0203 8161616

Email:

[nelcsu.itservicesdesksouth@nhs.net](mailto:nelcsu.itservicesdesksouth@nhs.net)

##### Bromley Healthcare IT:

##### Self-Service Portal:

<http://bromsrv21:8888>

**Telephone:** 020 8315 8702 (or internal extension 8702)

**Email:** [BHC.ITHelpdesk@nhs.net](mailto:BHC.ITHelpdesk@nhs.net)

## Covid-19 Practice Laptops

### Covid-19 practice laptops must be switched on regularly to receive security updates and patches

During the early stages of the Pandemic, the CCG managed to secure 335 laptops for practices across each borough to facilitate remote working and continue to provide essential front-line healthcare services to their patients.

Routine monitoring and auditing has highlighted that a significant number of these laptops are not regularly used or have not recently been logged into, meaning that they may not be in a secure usable state if they are needed for a second wave of the pandemic.

Where remote access tokens have been issued these will have expired. It is also likely that these devices will need a number of patches and updated virus definitions to be applied. The SEL CCG IT team is acutely aware that a second wave of the Pandemic is likely to arrive as we go through autumn and towards winter. It is important that all devices are switched on and logged in to weekly to enable security and update patches to be remotely downloaded which will enable them to be ready for use in an emergency.

**Action: Please ensure you switch on your laptop devices at least once each week for a period of 30 minutes to ensure they receive the relevant security updates and patches.**

If your GP practice purchased laptops prior to the SEL CCG laptops being made available to you, and if you then subsequently claimed for these laptops through CCG Covid-19 funds, please ensure you inform us of the details of these laptops so that we can ensure they are covered by the necessary on-going security and patch updates and ensure they can be supported by the SEL IT team. Please send details to Jack Pepper through the SEL CCG Digital Inbox ([selccg.digital@nhs.net](mailto:selccg.digital@nhs.net)) with the make and model of the device and the name and contact details of the device user please.

## N365 Programme Update

### N365 licences have been purchased and roll out will begin soon

N365 is a national deal between the NHS and Microsoft that gives around 1.4 Million users across the NHS access to the Microsoft 365 Product Suite at reduced cost.

These users will access a single Microsoft 365 tenant which is being managed centrally by Accenture (NHS Mail). Some aspects of the project will be delivered through your local ICT provider and some will be managed centrally by the NHS Mail team.

Your ICT provider will be deploying Microsoft Office 2016 to all GP practices during the remainder of the financial year; quotes for the deployment work have been received and are being reviewed

NHS Mail will be configuring the shared tenant features, including setting up a single sign on process (identity) using your nhs.net login credentials. The timelines for this work are extremely challenging and the CCG is feeding this back to the NHS Digital team in an effort to minimise disruptions to your practice.

This programme will modernise GP IT through the use of cloud services, providing collaboration, increased mobility and a more robust security. The SEL CCG IT team will be establishing an N365 programme board in due course and will be reaching out to practice and PCN clinical directors to join the board to ensure support for the successful delivery of the programme across SEL – more details to follow.

## Digital First

Digital First is a nationally funded, transformational programme with a focus on delivering equitable access to primary care digital services for all patients. Reviewing and identifying gaps in existing care pathways will offer SEL the opportunity to explore problem-based solutions using digital to streamline the patient journey.

COVID-19 has unsuspectedly enforced digital change across all areas of health and social care and it is important, as a programme, that we can build on that momentum, utilise existing enablers and align with COVID-19 recovery plans to support longer term transformation. As a CCG we have received funding allocations for the next 3 years and, engaging with a number of SEL stakeholders, we have developed an exciting, engaging programme of deliverables that we will be sharing more widely over the coming weeks.

In the interim, if anyone has any queries or concerns, please do not hesitate to contact:

*Ross Wickens – Digital Programme Lead*

[Ross.wickens1@nhs.net](mailto:Ross.wickens1@nhs.net)