# South East London CCG ICT Bulletin

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## Message from SEL CCG Director of ICT & Information Governance

Dear Colleagues,

I hope this month's newsletter finds you all well.  It has been another busy month for the SEL IT and Digital First teams with a variety of IT and digital programmes and projects in train.  This month saw the completion of all Greenwich practice migrations to EMIS – this means we are now at 99% of our practice population on a single clinical system.

The Digital First team has been making good progress with the Ardens implementation programme and have also been working with practices to complete an initial baseline exercise to fully understand the telephony landscape across SEL.  The team will be working with a number of PCNs who successfully submitted their expressions of interest for Digital First funding support for cloud-based telephony solutions.

The SEL CCG IT and Digital First teams continue to maintain business-as-usual activities alongside supporting specific digital and infrastructure programmes and projects some of which can be seen below.

As always, please do send feedback to me and the team at: selccg.digital@nhs.net

Nisha Wheeler

Director of ICT & Information Governance

## AccuRx Products Training Webinars

AccuRx will be holding webinars to highlight the AccuRx products practices in SEL have access to (SMS Plus, Florey Plus, Batch Messaging & Appointment Reminders). The webinars will focus specifically on using:

- [Batch Messaging](#) - including the new unlimited patient list which is launching, 3 Florey's that will auto save to record and the removal of the 'did not respond' message
- [Florey](#) - specifically how to use Florey for Flu

Please contact [irtiqa.altaf@nhs.net](mailto:irtiqa.altaf@nhs.net) for webinar session invites and any other queries.

## Redmoor Health Update

Redmoor Health have been commissioned by NHS England South East London region to support practices and PCNs with digital tools and solutions, and especially around the Digital Suite of Tools. The Redmoor team specialise in flexible support and will work with you at your time and pace.

Click **here** to visit Redmoor SEL Landing page which includes details of any planned webinars, pre-recorded webinars, guides, and tips covering many topics above plus digital champions, Covid information, case studies etc.

**Support Centre**

Please contact the Redmoor team directly through their support centre. The support centre is available Monday to Friday, 8am – 4pm. All training requirements reported through the support centre will be delivered by the training team. This can be accessed via **hello@redmoorhealth.co.uk** or **0161 672 9778.**

## Bexley, Greenwich and Lewisham Pathology update

The transfer of BGL services from Lewisham and Greenwich Trust to Viapath took place on 12 November 2021. Viapath know that has been some challenges during the transfer and a number of IT issues remain for some practices such as coding and the retention of printer margins. Viapath are working through these issues with practices and will remedy them as soon as possible. If practices have any queries or issues to raise, please ask them to contact the Viapath Pathology Support Team on 0204 513 7300 or email [customerservices@viapath.org](mailto:customerservices@viapath.org)

## December Data Security and Protection Toolkit (DSPT) Data Protection Officer session – Information assets

The next Data Protection Officer session will focus on *Information Assets and data flows.*

**Wednesday 8th December 2021 12:30pm**

These drop-in sessions provide an opportunity for GP practices across SEL to gain further information and templates relating to the DSPT. These sessions aim to enhance the knowledge and skills relating to information governance and aid completion of the DSPT in a timely manner throughout the year.

If you would like to attend, please contact nelcsu.information-governance@nhs.net

**Please ensure you quote in the subject heading**: Invite required to attend the DPO session 8th December – NHS SEL CCG and include the GP practice name in the heading.

## Data Quality – Data Security and Protection Toolkit (1.3.1)

Data quality is crucial to clinical and operational processes.  Good data quality leads to improved decision making which in turn results in better care, wellbeing, and safety.

The standards for good data quality are reflected in the criteria below and help to comply with data protection legislation.

Data needs to be:

- **Accessible -** information must be accessible to those authorised to do so and can be accessed quickly and efficiently
- **Accurate** -exact, or true values – kept up to date
- **Complete** - in terms of being captured in full
- **Relevant** - factual and meets the needs required
- **Timely -** recorded and available as soon after the event as possible
- **Valid -** within an agreed format which conforms to recognised national or local standards
- **Defined** - understood by all staff who need to know

With increased accessibility to individuals' personal data through online services or subject access requests, staff must ensure that high data quality standards are met when recording information.

**NHS Number** – Where appropriate and legal to be used, the NHS number must be incorporated into all correspondence with patients and relevant information systems to ensure that the correct individual is identified.

The DSPT (1.3.1) requires organisations to ensure a policy and relevant guidance is in place for data quality purposes. GP practices in SEL who require a template to support the development of a data quality policy can contact the NEL IG Hub for a copy.nelcsu.information-governance@nhs.net

## A timely reminder – Know your accountable suppliers Data Security and Protection Toolkit (DSPT) Standard 10

**Know your key supplier** – The DSPT National Data Guardian
(NDG) Standard 10 requires GP practices to demonstrate that they know who their key suppliers are that process personal identifiable information on behalf of the practice.

Examples of these organisations could be; human resource support agencies, accountants as well as clinical system IT suppliers.

**DSPT Evidence** can be demonstrated by developing a register which holds details of the products, services being delivered, contact information, and contract duration.

**Contracts** –Contracts must set out the subject matter and duration of the processing, the nature and purpose of the processing, the type of personal data and categories of data and the obligations and rights of the controller. The GP practice must also ensure these remain in date.

**Due diligence** - GP practices also need to carry out due diligence on their suppliers, which involves verifying that the organisations are compliant with data protection laws and the NDG Standards.

Further guidance and relevant templates regarding accountable suppliers can be found in the DSPT big picture guide 10.

## A message from NHS Digital - Mandating Mortality Data Updates onto the Personal Demographics Service

There is currently a mismatch between the reporting of informal and formal death notifications across primary and secondary care settings. This is partially due to the time scales within which these organisations report deaths informally direct to Patient Demographic Service (PDS) via the Spine and lack of PDS compliance and access. This has resulted in the need for mandating mortality updates onto the PDS within one working day for which the Data Provision Notice (DPN) was approved and published on the 12th October 2021, with **compliance by the 10th January 2022**.  NHS Digitals Product Implementation and Relationship Management (PIRM) team will be supporting organisations providing SME, business change, training and support where required – in order to do so we will shortly be sending a survey to complete to help us understand current compliance with the DPN, and what assistance may be required to become compliant.

If you have any queries, please contact Nicola Willis on nicola.willis2@nhs.net.

## A message from NHS Digital - Post Event Message (PEM) redesign

The Urgent and Emergency Programme is redesigning the Post Event Message to improve the clinical information content and report formatting. They will also be giving consideration to how admin business workflows can be improved to reduce the admin burden and improve patient experience.

We are writing to ask whether any of your local GP Practices would be willing to do an interview with our User Research Team to help us with the redesign. This would involve an interview with a GP and a Practice Manager, each interview would be around 30 mins.

Communications:

Improving Communication of clinical information to GP Practices from NHS 111

**What is Post Event Messaging and why are we contacting GP Practices?**

The Post Event Messaging (PEM) is the NHS 111 report that is transmitted to GP practices at the end of an NHS 111 call/ encounter. The message currently contains a complete transcript of a 111 call, this can contain a dozen or more pages of the interaction that has taken place between 111 and the patient.

NHS Digital, with your support and engagement, will analyse the 111 reports and improve the clinical information content, and the report format. NHS Digital will also be giving consideration to, how the administration business workflows can be improved to reduce administration time/ burden and improve patient experience.

If you are a GP practice and are keen to be involved in these improvements, then please contact the NHS Digital Team via email PEM@nhs.net  and provide the following information:

- Your practice name
- GP IT system in use (whether EMIS Health, TPP or Vision One).
- Your preferred contact details

## Go-Live Date of the New Cervical Screening Management Systems (CSMS) Postponed

Following on from previous communication regarding the go-live date of the new Cervical Screening Management System (CSMS). Due to further time required to develop the system safely, the go-live of the CSMS has been postponed and will not be going live on 2nd November 2021 as originally planned. A new go-live date will be confirmed and communicated in due course.

For your information, please find attached copies of letters/comms that were recently shared:

- The NHS CSMS letter has been shared with all professional bodies
- The end user correspondence has been shared with all existing Open Exeter cervical screening users
- The keep informed letter has been shared with those registered to receive programme updates (via the NHS Digital website)

Many of you will be disappointed with this news. However, we would like to thank you for your efforts and support in recent months, and in ensuring that your organisation had undertaken the tasks to meet the prerequisites. The preparatory work you have completed will mean that you will be in a great position for when the CSMS does go live next year.

Please note that organisations yet to install the NHS Credential Management software or to arrange NHS Smartcards must do so by 1 December 2021.

**GP IT Facilitators**: despite letters being sent out to Primary Care a few weeks ago via Regional Primary Care Directors, it appears not all Practices are aware of this delay. Please if you would be so kind to share 'NHS CSMS September 2021 end user correspondence' letter with your Practices. We know that the implementation of CSMS is

varied geographically, hence it is not necessary for you to share information with your practices. Please kindly disseminate the information to your practices based on your local comms processes.

If you have any queries please contact ali.shariff1@nhs.net or asif.kazi@nhs.net

## SEL IT Contacts

**Local IT Teams Contact Details:**

| SEL CCG IT: | NEL ICT: | Bromley Healthcare IT: |
|---|---|---|
| Phone: **0208 1765400** | Tel: 0203 8161616 | **Self-Service Portal:**<br>http://bromsrv21:8888 |
| Email:<br>ictservicedesk@selondonccg.nhs.uk | Email:<br>**nelcsu.itservicedesksouth@nhs.net** | **Telephone:** 020 8315 8702 (or internal extension 8702)<br>**Email: BHC.ITHelpdesk@nhs.net** |