Digital Partnering Engagement Pack

A monthly National Product update for
Health and Care Digital Leaders

November 2022

Overview

WHO?

The Digital Partner Engagement pack is produced monthly by NHS Digital Product Implementation & Relationship Management (PIRM). It includes information from NHS Digital programmes/services and NHSE System CIO & Levelling Up programmes, currently the majority of the content is NHS Digital programme/service focussed. With the establishment of the Transformation Directorate this will enable a more cohesive engagement pack as it expands over time to include NHSE System CIO & Levelling Up programmes. NHS Digital PIRM Principal Relationship Managers (PRMs) utilise this pack during regular 1-2-1 engagement meetings with CIOs and Digital Leaders across the country in local trusts, CCG and ICS meetings, in most cases it is adapted to the stakeholder/s to align with their priorities and often includes specific Management Information.

WHY?

The aim of the engagement pack is to provide a high level overview, ensuring the National Digital Transformation Agenda is received by CIO and ICS Digital Leaders in a coordinated and prioritised manner and to allow product placement of National Products, Standards and Services into local digital transformation plans.

WHAT?

The pack content includes:-

Points of Interest – important information which needs to highlighted as a priority that month, often (but not always) linking to a more detailed slide further in the pack.

Dashboards – links to all NHSD Digital dashboard which are available on our external website.

Bulletins – links to subscribe or unsubscribe to all NHS Digital bulletins.

Programme/service summary slides – sectioned into care settings:

Technical programmes covering cross care settings, Primary Care, Secondary Care, Integrated Urgent Care, Data Services, NHSD Live Service support teams and contact information and NHSE System CIO & Levelling Up.

Programme/service slides include a high level programme or service overview, the intended audience, the latest update, any action that the recipient is required to take, relevant further information links and direct contact points for more information.

Frequency of engagement meetings and distribution of the pack will differ between regions and customer groups, typically meeting monthly to a maximum of every quarter. Onward dissemination of the pack within the trust, CCG or ICS is at the discretion of the Digital Leader.

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⭐ Indicates new information

Points of interest

Heading	Description
Register with a GP service	The Register with a GP surgery service is a new, centralised, digital service that allows patients to register with a GP online. It aims to make registration easier and simpler for GP practices and patients. See Register with a GP surgery service - NHS Digital
Using MS Teams for outbound calls this winter – licences still available	***Using MS Teams for outbound calls this winter – licences still available*** Last year, NHS England announced a time-limited offer for General Practice to use MS Teams to make outbound-only calls independently of existing telephone solutions at no additional cost to practices. We have some remaining licenses available for practices and PCNs wishing to use this functionality to support improved access over the winter period. Benefits include: • retaining the current telephony supplier and number for incoming calls • freeing up incoming lines and increasing the capacity available for inbound calls from patients • a secure way to reach patients and other external contacts • outbound calls from cloud-based functionality via Microsoft Teams • the ability to call from any device where the MS Teams app is installed, supporting remote working. To take up this offer to support access this winter, please email necsu.adtelephony@nhs.net The offer is available until April 2023.
Connectivity for Care Homes	The **Connectivity for care home project** is currently paused. We will keep you informed as details emerge on next steps.
NHS e-Referral Service	**Withdrawal of some automated reminder letters** Changes are planned to stop e-RS automated reminder letters for ***appointment cancellations and rejected referrals*** from e-RS in early January 2023. Find out more about this change and the actions required for referrer and provider users. Please contact the e-RS support team via enquires.ers@nhs.net if you need any support or assistance with changes to your local processes.

Points of interest

Heading	Description
Cyber Security Awareness Month 2022 An opportunity to learn more about cyber and the role you can play	Cyber Security Awareness Month is a global campaign which takes place every year throughout October. To celebrate last month, we launched a campaign to shine a light on the importance of cyber security and how cyber teams are supporting frontline staff to reduce security risk across health and care. While the campaign may have finished for another year, our individual responsibilities to protect the NHS and social care continues. Discover helpful learning resources for you and your staff by visiting https://digital.nhs.uk/cyber-security-month
Virtual Cyber Associates Network (CAN) conference rescheduled	Following positive feedback from the face-to-face CAN conference in October, the virtual conference has been rearranged to include an expanded agenda. The conference will now take place over 5 days from **7 November 2022**. More information about the agenda and speakers can be found on the CAN: Cyber events and webinars - Cyber Associates Network - FutureNHS Collaboration Platform Not a member of the CAN? Learn how you can benefit here https://digital.nhs.uk/cyber-and-data-security/about-us/cyber-associates-network
More Bitsight resources added to the CAN	Following feedback from our customer satisfaction survey, we've expanded the Bitsight resources on the CAN to include further guidance on two factor authentication and frameworks, as well as self-published reports and guest wi-fi. Access the materials here: Bitsight - Cyber Associates Network - FutureNHS Collaboration Platform
Data Security and Protection Toolkit (DSPT) 2022-23 now available	You can now update your 2022-23 (v5) DSPT You should complete and publish your final toolkit assessment by **Friday 30 June 2023.** Category 1 organisations (NHS Trusts, CSUs, ALBs, ICBs) should publish a baseline assessment by **Tuesday 28 February 2023** and a final assessment by **Friday 30 June 2023**.

Points of interest

Heading	Description
DCMS Bill on Information Standards for Health and Adult Social Care	On **18 July, the Transformation Directorate introduced changes to Information Standards within the [DCMS Data Protections and Digital Information (DP&DI) Bill](#)**. It will extend the provisions and obligations to include providers of IT products and services to the health and adult social care sector in England. The new changes are designed to make everyone involved in the processing of health and care information accountable for meeting basic information standards. The bill is now awaiting second reading at the House Commons with aims of Royal Assent around summer 2023. Engagement with the NHS Care providers are being arranged to go through possible changes and impact of the legislation and gather any queries and concerns. FAQs will be shared with all care providers when ready. For any immediate queries or to schedule an engagement session please contact england.futurevision@nhs.net
Gathering evidence on Interoperability's blockers, issues and challenges	Please find in the slide attached the update of use cases and the interesting insights from output of survey on blockers to standard adoption. Thank you for your participation in this. **The use case gathered to date are still low on research and planning category as well as on integration challenges or issues that involve social care.** Therefore, we are still welcoming use cases and please send it to frontline.digitisation@nhs.net especially on interoperability, integration, data architecture issues and blockers in patient pathways that involve several care settings. Please do not write a new use case but send us your existing work. There is no form or template to complete.

Points of interest

Heading	Description
Electronic Prescribing and Risk Evaluation Tool (ePRaSE) 2022 **(please share with your prescribing colleagues)**	From **12th October 2022** all sites using electronic prescribing systems for **adult inpatients** will be able to assess and evaluate their system configurations using the ePRaSE tool. The tool provides a set of 'test' patients which users set up in their live or test prescribing environments and then provides a set of randomised prescribing scenarios to challenge their system responses to risk. The performance of the prescribing system is provided in real time with a text-based report and accompanying visuals. This is intended to guide and assist e-prescribing system users in the optimisation of their systems. The web based ePRaSE Tool is accessible to registered users with nhs.uk or nhs.net email accounts, by typing the address https://eprase.nhs.uk directly into a compatible browser. Version 2022 creates an institutional report, against which up to four users from the same institution can register.

NHS 111	111 online is a fast and convenient alternative to the 111 phone service. People enter information about themselves and their main symptom and are then asked a series of questions about their health problem. They can find out how to get the right healthcare in their area, including whether they need to see a GP or seek urgent care. are sent using ITK messages and care connect to service providers where appropriate. More information can be found here
	   NHS 111(external link, opens in a new tab)
	   Empowering people(external link, opens in a new tab)
	   Digital urgent and emergency care roadmap(external link, opens in a new tab)

Points of interest

Heading	Description
NHS profile manager	NHS Profile Manager is where pharmacies go to update their service information, such as opening times and contact information. a pharmacy would update two different NHS service information editors: Pharmacy was prioritised as the first cohort to go live and is due to be followed by dental, general practice, and optometry.
ED Streaming and redirection	**Urgent care self-service tool/ ED Streaming and redirection tool** The urgent care self-service tool, also known as the streaming and redirection tool, is a kiosk-based service, provided as a web application, for patients who arrive at accident and emergency (A&E) departments and urgent care settings with no pre-booked arrival time. The service has been commissioned as part of the 111 First initiative, which encourages everyone with an urgent health concern to visit 111.nhs.uk or call 111 to find out the best place to get help and to get booked in if appropriate.
NHS Service Finder	NHS Service Finder gives health and care professionals a fast way to access accurate, real-time information to help signpost patients to available services. This information includes non-public telephone numbers and instructions about who is eligible for services and how to refer a patient. Maps and directions to the services are also available, and you can email service information directly to your patient.

Link to NHSD Dashboards

NHSD Dashboards

- **Coronavirus including:-**

  - **Shielded Patient List**
  - **Pathways coronavirus triages**
  - **Vaccine studies volunteers dashboard**
  - **GOV.UK coronavirus in the UK**
  - **GP Covid vaccine dashboard**

- **NHS e-Referral Service open data dashboard**
- **Activity in NHS hospitals**
- **Gov.uk coronavirus data**
- **Cervical screening**
- **Maternity services dashboard**
- **National Data Opt-Out open data**
- **GP Appointments Data dashboard**
- **NHS digital services open data dashboard**

https://digital.nhs.uk/dashboards

Link to NHS Digital email bulletins

NHS Digital email bulletins

Our bulletins will give you important updates on changes to our services, infrastructure and products and the information you need to work with us. Click on each bulletin to subscribe:
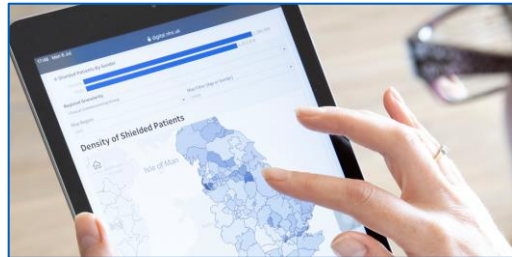

[Digital Leaders' Bulletin](#)

[GP Practice Managers' Bulletin](#)

[Pharmacy Bulletin](#)

[Research and Data Bulletin](#)

[Technology Suppliers' Bulletin](#)

The [GDPR register](#) explains how we use your personal information.
You can [unsubscribe](#) from our bulletins at any time.
NHS Digital also produces several programme specific bulletins. Further information and details on how to subscribe can be found [here](#).

NHS Digital change management network

NHS Digital Health and Care Change Management Network

Programme Summary

The NHS Digital Health and Care Change Management Network is a Future NHS site where anyone involved in change management can access the NHS Digital Change Management Toolkit, related support materials and a discussion forum. The Toolkit was launched on 4th April 2022 as part of the new Change Management Network on Future NHS and now has more than 550 members.

Primary Audience

The network is open to any Health and Care professional involved in managing change, whether as a Programme, Project or Business Change Manager.

Latest update (August 2022)

The network has been designed around the Change Management Toolkit that is a resource for NHS Digital Product Implementation & Relationship Management (PIRM) team members to use when guiding and supporting teams and individuals through change.

It is also helpful for Health and Care organisations undergoing change programmes to increase understanding of the importance of change phases, tasks and considerations. It has been developed with the support of a range of Health and Care professionals engaged in change programmes from large EPR implementations to small changes in one or more GP practices.

Action needed

To access the network and toolkit and engage with other Health and Care professionals undertaking change initiatives, log in to Future NHS

Contact details for further queries: nhsdigitalpirm.changemanagement@nhs.net

Further information: Future NHS

—**Technical**

- NHSmail / NHS Collaboration Services / O365
- Data Security Centre (Cyber Security)
  - NHS Secure Boundary
  - Bitsight
  - Vulnerability management service (VMS)
  - Immersive Labs
- Cloud Centre of Excellence (CCOE) & VM Ware
- NHS.UK
- Identity and Access Management (IAM) Platform

- National Care Record Service AAL2 Access
- Future Connectivity for Health and Care
- API Management lifecycle
- NHS login
- Service – NHS.UK
- National Care Records Service pilot (formerly SCRa PB)
- National Record Locator
- National Event Management Service

NHSmail / NHS Collaboration Services / Office 365

Programme Summary

The NHSmail service is the national secure collaboration platform for health and social care. The capabilities that the service provides will transform the way you collaborate within and outside of your organisation. Find out more on the NHSmail support pages.

Primary Audience

All organisations

Latest update (October 2022)

- **Safe Links and Safe Attachments** – Safe Links and Safe Attachments are being automatically enabled for all NHSmail accounts from 28 October 2022. Safe Links will automatically scan web pages links in emails sent to NHSmail accounts. If it is malicious it will be blocked and users will receive a notification to advise this has happened. Safe Attachments scans attachments in emails before they are delivered to ensure they are not malicious. Please visit the NHSmail support pages for further information.
- **CIS2 Smartcard** – from mid November 2022, all users will see a change to the NHSmail portal sign in page with the NHS Care Identity (Smartcard) sign in option available. This feature will provide an alternative way to sign into NHSmail and O365 applications via accessed online via a web browser. For further information visit the NHSmail support pages.
- **Cotman 2.0** – portal release implemented 27 October, 2022. For the full release summary please visit the NHSmail support pages.

Action needed

A targeted communication was sent 18 October 2022 to Primary Local Administrators (PLAs) with users who have been identified as either not having security questions and answers set up or having weak security questions and answers on their NHSmail accounts. If they are not remediated by Thursday 10 November, the users accounts will be disabled.

Contact details for further queries: feedback@nhs.net

Further information: Web Page / Support Pages / NHSmail Roadmap (updated September 22) / Live issues escalation process

The Data Security Centre (DSC) - Cyber Security

Programme Summary

The Data Security Centre works to ensure that patient data and information is stored in systems that are safe and secure. We do this by providing services, guidance and support to health and care organisations. We are not a regulator, we act as an enabler, assisting leaders and employees across the system to deliver better data security within their health and care organisations.

Primary Audience

All health and care organisations.

Latest update (October 2022)

A reminder to ensure your organisation is prioritising cyber security at this time. Our current focus is raising awareness of phishing. We're continuing to encourage communications teams across the NHS to share the various phishing campaign materials across staff-facing channel. https://digital.nhs.uk/keep-it-confidential

Action needed

If you use the Keep I.T Confidential materials on your channels, please let us know about your campaign by completing this very short survey: https://forms.office.com/r/r1XaCvdvLK

Contact details for further queries: cybersecurity@nhs.net; To report an urgent cyber security issue call 0300 303 5222. For general CareCERT queries email carecert@nhsdigital.nhs.uk. To view the latest cyber security threat intelligence bulletins, Threat intelligence bulletins and alerts

Further information: https://digital.nhs.uk/services/data-security-centre

NHS Secure Boundary

Programme Summary

A perimeter security solution including next generation firewall (NGFW) and web application firewall (WAF) protection, which can be leveraged by NHS organisations to protect their internet traffic from digital and cloud-based threats

Primary Audience

NHS Secure Boundary is currently being offered to acute trusts, ambulance service trusts, community health service trusts, mental health trusts, and Commissioning Support Units (CSUs)

Latest update (October 2022)

Organisations can onboard to NHS Secure Boundary – onboarding takes approximately 10 weeks. Once on the platform, the service itself will be funded until 2024.

Action needed

Organisations who have not yet taken up the offer of the NHS Secure Boundary should make contact with the team (contact details below) who will explain the benefits in full and how to onboard.

Contact details for further queries: nhssecureboundary@nhs.net

Further information: https://digital.nhs.uk/cyber-and-data-security/managing-security/nhs-secure-boundary

Bitsight

What is it?

A software tool to help you measure, monitor and investigate organisational cyber security risk by providing an 'at a glance' simple score of local security vulnerabilities followed by a ranked and prioritised report on those identified

When is it available?

Available now for NHS trusts, Integrated Care Systems and Commissioning Support Units.
To register, or to find out more, email cybersecurity@nhs.net.

Good to know

Once access is granted, there's minimal work to maintain the platform. Help is available to resolve any technical fixes identified, which could include on-site work, depending on the issues identified.

Benefits:
- you can benchmark your organisation's security performance against others and pinpoint threats occurring within your geographic area
- enables you to take the most appropriate action and remediate infections, improving security posture and addressing risks

Vulnerability management service (VMS)

What is it?	VMS provides a scan of your organisation's IP addresses to help identify any cyber security risks.
When is it available?	Available now for NHS trusts, Integrated Care Systems and Commissioning Support Units. To register, or to find out more, email cybersecurity@nhs.net.
Good to know	You need to provide the IP ranges that need scanning. This list needs to be reviewed periodically to ensure it's still valid. You'll receive a detailed report within 10 working days, outlining the highest risks and critical areas with suggested actions

Benefits:
- improve your organisation's cyber security and increase patient safety.
- contribute towards your Data Security and Protection Toolkit (DSPT) return by achieving the vulnerability assessment requirements.
- fulfil your obligations under the Network and Information Systems (NIS) directive and prepare for the cyber security element of the Care Quality Commission (CQC) inspection.

Immersive Labs

What is it?

A premium online cyber security gamified learning platform, that's easy to use and offers bitesize activities that fit into busy schedules. There's something to suit all roles, from administration and technical to data management and cyber analysts.

When is it available?

Available now for Integrated Care Systems, NHS trusts, Commissioning Support Units, Arm's Length Bodies and Health Informatics Services. Visit the NHS Digital website to sign up: https://digital.nhs.uk/cyber-and-data-security/training/immersive-labs-online-cyber-security-e-learning

Good to know

We've recently launched a new crisis simulator module. More information can be found in this slide deck.

Benefits:
- Greater maturity and resilience across every risk point in your organisation to protect patient data, build trust and confidence and improve lives through data and technology at no extra cost
- Greater confidence that staff understand cyber security risks and how to resolve them
- Increased uptake of training, thanks to engaging and interactive content
- Greater insight into your workforce cyber capabilities at any given time, enabling you to identify skill gaps in line with cyber risks.
- Quicker crisis recovery time
- Retain staff and show evidence of fostering talent – all under one platform
- CPD points earnt for continual education and development.

Immersive Labs crisis simulator

What is it?

A learning module in Immersive Labs that uses gamified technology to drop you into a real time cyber crises, challenging you to make critical decisions when dealing with emerging incidents. Your answers are scored and rated to identify areas of strengths and improvement.

When is it available?

Available now for Integrated Care Systems, NHS trusts, Commissioning Support Units, Arm's Length Bodies and Health Informatics Services. Visit the NHS Digital website to sign up: https://digital.nhs.uk/cyber-and-data-security/training/immersive-labs-online-cyber-security-e-learning

Good to know

An introductory webinar to the platform took place on 24 August as part of the CAN's summer of cyber series. Watch the recording here: Event slides and recordings - Cyber Associates Network - FutureNHS Collaboration Platform

Benefits:
- Greater confidence in your decision making skills
- Experience of managing a variety of crisis scenarios in a safe and engaging environment
- Increased preparedness through application-based learning
- Improved cyber resilience at board level

Microsoft Defender for Endpoint reporting dashboard

Programme Summary

Microsoft Defender for Endpoint (MDE) is a security platform design to help prevent, detect, investigate, and respond to advanced threats. We're creating a new reporting dashboard within Power BI to enable organisations to make the most of the platform's data and information.

Primary Audience

All health and care organisations .

Latest update (October 2022)

We've hosted a number of show and tell sessions with some of our key stakeholders and our next step is to engage a group of 'early adopters' to gather feedback to inform product developments. Following this stage, we plan to fully rollout the MDE dashboard and we're inviting organisations to register their interest (below).

Action needed

Register your interest here: MDE dashboard interest registration

Cloud Programme - Supporting your Cloud Migration journey

Programme Summary
The strategy across the NHS is for Trusts to adopt Cloud. We want to help bring your current IT infrastructure up to the standard that modern healthcare needs by helping to accelerate your cloud migration journey. And remember, you have options – **cloud doesn't just equal native.**

Primary Audience
This applies to all NHS organisations, regardless of where you are on your cloud migration journey.

Latest update (September 2022)

Cloud Maturity survey:
Thanks to all who completed the survey – detailed results per responder coming out shortly. Headline results can be shown as follows:
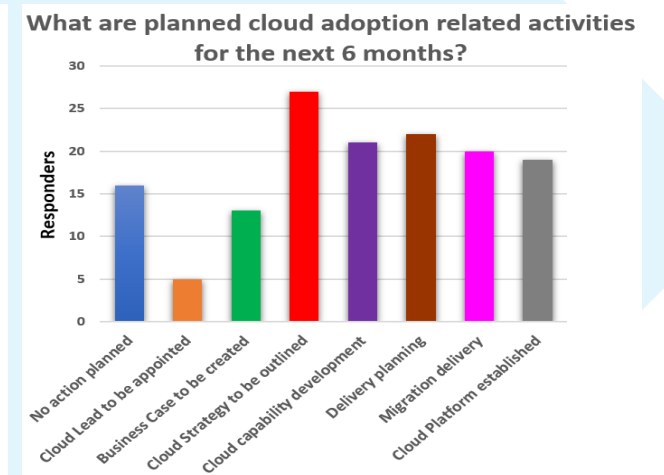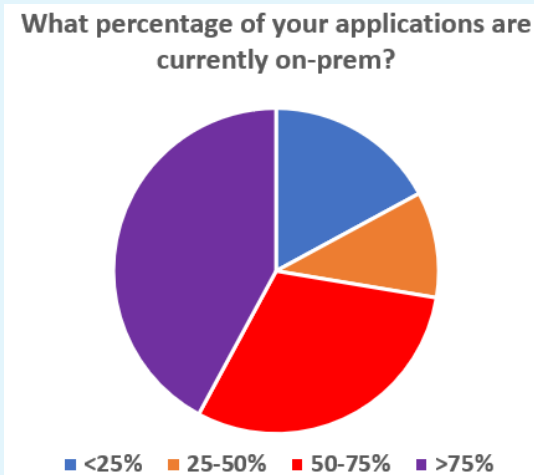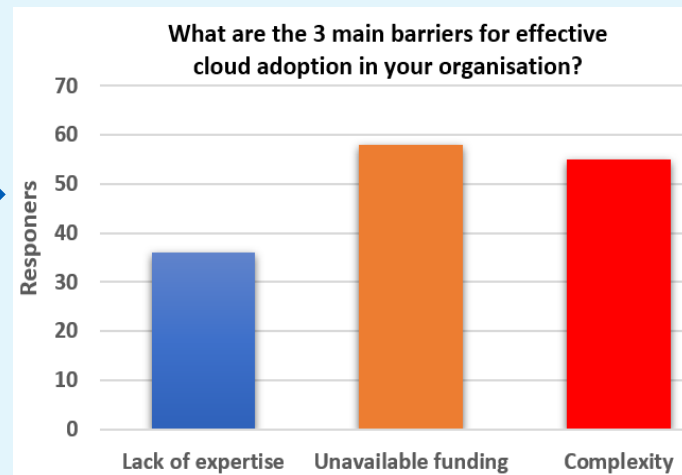
Action needed
The action is with us! We are finalising our analysis of the responses and will be reverting to all responders with an individual assessment report. This will highlight the key findings and guidance on how we can work together to help accelerate the adoption of cloud. For those who haven't completed the survey, it would be great to understand why.
Any questions, please get in touch.

Contact details for further queries: cloudcoe@nhs.net or visit the website: Cloud Centre of Excellence (CCoE) - NHS Digital

Key Points of Interest – Platforms & NHSmail

SCRa now called National Care Record Service access via AAL2 (Microsoft Authenticator) Pilot utilising CIS2

- Supporting staff accessing SCRa now called - National Care Record Service using Microsoft Authenticator on personal or corporate device
- Removes barriers to use including requirement for HSCN, additional hardware, RA etc
- Key pilot to understand the benefit v risk of introducing an alternative to smartcards to access clinical data to improve care
- Approved by NDG, pilot running through into January, positive feedback already being gathered.
- Social Care, Pharmacy, ICS's and Air Ambulance providers all engaged and accessing/working towards accessing
- NHS Digital IAM team looking for additional pilot sites who could potentially benefit from access to NCRS. Please contact IAMplatforms@nhs.net

NHSMail CIS2 Federation

- All users invited, via email, to link NHS Mail account and CIS identity
- 2,615 organisations with registered smartcards, over 13k total NHS Smartcards linked
- No major incidents reported so far
- Login Page Go-Live scheduled for 17th Nov
- Ask of all CIO's and IT leads to encourage organisation's users to link their IDs. Further communications will follow into IT leads and RAs from the IAM teams

Apply for Care ID (AfCID)

Live and looking for more beta users

- AfCID is a new service that allows users to register for an Identity without the need for face-to-face contact between those managing ID verification and those submitting their IDs. People starting new roles or moving to a new trust within the NHS can be invited to use the Apply for Care ID service. It will enable them to submit and verify their documents online.
- AfCID are actively working with a number of organisations that support large university student onboarding to reduce the RA overhead
- The Apply for Care ID service can be used by Registration Authority (RA) managers, agents and sponsors.
- Please contact IAMplatforms@nhs.net if your RA team would like to join the private beta
- Further information available from here

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Identity and Access Management (IAM) Platform

Background

The IAM Platform provides identity verification, and authentication services for national services. It covers the two key national authentication services Care Identity Service (CIS) and NHS Care Identity Service 2 (CIS2)

CIS2 is a new service which is now at platinum service level and introduces support for, Windows Hello for Business, iPads, and Cross Platform Keys (e.g. Yubikeys) and smartcards as authenticators via Care Identity Service 2.

The IAM Platform projects impact all health care staff that require access to national systems, system suppliers, RA Managers and cover projects including:

- CIS1 Authentication **target deprecation date - 30th September 2023**
    - Credential Management component in place and rolled out across 1m+ desktops to support the move away from IE11, remove reliance on Java and facilitate smartcard access to CIS2 services. CIOs encouraged to direct teams to deploy quickly to support new services moving to CIS2
- Apply for Care ID – A New service that allows staff to register for an ID using an App so they don't need to travel to see an RA with usual ID documents. Now in private beta and accepting applications from organisations to push volume and help us shape the service.
- Care Identity Service 2 (CIS2) Authentication
    - Currently focussed on working with suppliers to move to CIS2 to support 30/9/23 deprecation date
    - Introducing a new Level 2 authenticator type to support 2FA in new use cases without HSCN connections and RA infrastructure
    - Introducing a new IA Client that can support smartcard authentication over the internet
    - Federation between CIS2 and with NHS Digital Azure AD so that CIS2 authenticator can be used with any service that uses NHS Mail's Azure AD.
- Care Identity Management (CIM) – replacement service to support RAs to manage their user community. Service now adding public beta users. Core features added in last release to manage all aspects of smartcards. Very Positive feedback that the new service is simpler and easier to use. Feature release every 2-3 weeks.

For more information please see https://digital.nhs.uk/services/identity-and-access-management

National Care Record Service AAL2 Access

Programme Summary

Pilot that supports access to National Care Record Service (formerly known as SCRa) utilising Microsoft Authenticator, via CIS2 Authentication. This removes the existing requirement for of a HSCN connection when using smartcards.

The long-term benefits include:
- National Care Record Service available in new care settings, including social care
- Works with windows devices and iPads
- Supports MS Authenticator on personal/corporate devices depending on user preference

Primary Audience

- All Care settings without access to HSCN

Latest update (October 2022)

- 7 Organisations pilot sites live as of 27/10
- More to be added in Nov
- Ongoing user research engagement at all pilot sites to understand benefits
- Continued engagement with number of additional pilot sites who have requested access
- Continuing to identify new use cases that help us understand challenges and risks associated with introducing MS Authenticator as a smartcard alternative in some use cases

Action needed

Contact the IAM team if you have a use case that may benefit from this access – iamplatforms@nhs.net

Contact details for further queries: IAMPlatforms@nhs.net

Further information: Please contact your Principal Relationship Manager

Apply for Care ID (New Service to Register new users for an ID without seeing an RA Face to Face)

Programme Summary

A new service that allows users to be sponsored to apply for a national ID in the CIS/CIS2 service without travelling to see a Registration Authority.

Sponsor invites users joining their organisation.

Invitee downloads an app, scans passport, takes photos of 2 forms of photo id and an address. The app sends the details to NHSD who will check the photo and load the ID into the CIS/CIS2 ID database for an RA to provide an authenticator.

Primary Audience

- CIOs
- RAs
- Users who authenticate to clinical systems

Latest update (October 2022)

- Service iterating through private beta, early adopters have reviewed and helped us refine the service.
- Latest release now live
- Over 35 organisations using the service in private beta. Request for more to join asap ahead of announcements about a date by which policy will change to cease the uniform use of video ID checks.
- Work to support organisations with large onboarding activities, including those that support medical students and overseas staff
- Seeking more organisations to sign up to help drive more volume through the service for further user insight

Action needed

Further information available - https://digital.nhs.uk/services/identity-and-access-management/nhs-care-identity-service-2/apply-for-care-id

Contact details for further queries: IAMPlatforms@nhs.net

Further information: Please contact your Principal Relationship Manager

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Technology Deprecation and CIS 2

Programme Summary

NHS CIS2 has a number of main aims:
- Allow the use of new authentication methods to support new use cases and working styles.
- Simplify the effort needed to integrate an application with the authentication service.
- Remove the need for outdated technology like IE11 or Java applets.
- Allow the use of the latest operating systems and browsers.

Primary Audience
- CIOs
- RAs
- ICT Leads

Latest update (October 2022)
- Widespread comms and engagement planned to support September 2023 Care Identity Service 1 deprecation date
- All major system suppliers engaged
- CIS2 supported authenticator pilots ongoing including:
  - Dedicated iPads to access all CIS2 supporting services
  - Windows Hello for Business to access all CIS2 supporting services
  - Microsoft Authenticator to access National Care Record Service
- Please contact your system suppliers to confirm their roadmap plans for CIS deprecation

Action needed

Contact your system supplier to confirm their roadmap for CIS2 adoption, allowing the removal of legacy browsers and Java applets

Contact details for further queries: IAMPlatforms@nhs.net

Further information: Please contact your Principal Relationship Manager

Future Connectivity for Health and Care

Programme Summary

The Future Connectivity for Health and Care Programme brings together **Better Connectivity for Health and Care** and **Future Wireless** into one programme to meet the growing demand for connectivity and ensure digital transformation is not hindered by network infrastructure or inadequate wireless services. The NHS must make plans now to adopt and, where necessary, invest in the provision of ultrafast (gigabit capable) connectivity as well as a variety of wireless technologies to support the delivery of health services outside traditional NHS and health settings.

Primary Audience

All Health and Care Organisations (Including representatives at ICS/STP level).

Latest update Highlights (October 2022)

- We continue to work with ICS and CCGs to understand the connectivity situation across the NHS.
- We are finalising with DCMS to confirm how we can access their data on connectivity and commercial gigabit roll out plans.
- We are drafting the Programme Business Case and a submission has been made to the Transformation Directorate for interim funding until the PBC is approved.
- 96.5% (308) have engagement established against a target to achieve 95% by the end of Q1 FY 2022/2023. The remaining 3.5% (14 orgs.) are 'non- responders'.
- Of the target of 86% of organisations progressed to initial 1:1 data review and intelligence gathering by the end of Q1 FY 2022/2023, all regions exceeded this and overall the programme is currently at 87%.
- We are working with our MI Partner to plan a series capability improvements to be delivered over the next 6 months to makes the best use of our data.
- A necessary reduction in scope means that WCoE will focus exclusively on the key priority of maximising the benefit of Wi-Fi in NHS environments with other functions being paused from November 2022.
- WCoE retained Wi-Fi scope will become part of the new Future Connectivity - FutureNHS Collaboration Platform and will continue to be managed by the Future Connectivity programme.
- 22/23 Trial applications with a Wi-Fi focus are currently being shortlisted.
- Connectivity for Care Homes – a pause to await further ministerial direction and explore potential ways forward, is now in place.

Future Connectivity for Health and Care (cont)

**Blockers/
Action needed**

Action: Programme would request that CIO's & Network managers actively engage with their Future Connectivity Regional Lead to ensure we can help identify opportunities and drive this activity forward.
Action: The **Connectivity for care home project** is currently paused. We will keep you informed as details emerge on next steps.
Action: The **Wireless Centre of Excellence scope is reduced** to focus on Wi-Fi in NHS environments for the remainder of this FY and other scope being paused.

All other actions required will be advised by the programme through upcoming engagement.

Contact details for further enquiries and general correspondence:*nhsdigital.future.connectivity@nhs.net*

NHS login

Programme Summary

NHS Digital has developed a national solution to enable online identity verification within health and care. NHS login is a single, secure login that enables the public to swiftly access health and social care apps and websites wherever you see the NHS login button. It provides a way to verify the identity of patients and can also be used (if the app/website is enabled) to match them to their GP medical records.

Primary Audience

Public: to create and use an NHS login on health and care apps and websites
Commissioners and tech developers: to provide a secure way of being assured a person is who they say they are that uses the trusted NHS brand and is compliant with UK government standards.

Latest update (October 2022)

NHS login offers three main levels of identity verification so partners can choose the right level for them and their customers. To 18 October, NHS login has recorded over 43.4M account confirmations. There are 30.4M accounts at the highest level of verification enabling ordering of repeat prescriptions, appointment booking and viewing medical records. NHS login is supporting the Elective Care Recovery Plan, enabling people to choose, book, view and amend secondary care appointments via the NHS App. 72 tech partners are live, including online consultation, repeat prescription and condition specific providers, trust portals and shared care records. 32 partners are onboarding via the integration toolkit and 53 more have expressed an interest.

Action needed

If you are considering a web or native app or portal that needs a level of person identity verification, then NHS login may be right for you. There is no financial cost to NHS organisations or tech partners to use NHS login. We welcome all enquiries and are happy to have an initial chat.

Contact details for further queries: Tim Dalby – Partner Services Lead – engage.nhslogin@nhs.net

Further information: https://digital.nhs.uk/services/nhs-login and https://www.nhs.uk/using-the-nhs/nhs-services/nhs-login/#

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Service – NHS.UK

Programme Summary

The NHS website for England is the UK's biggest health website, averaging 80 million visits every month. We passionately believe it's important that people engage with their health, care and wellbeing so they can stay healthy and help manage any long-term health conditions. We provide thousands of clinically validated articles, videos and tools. Millions of people also access our content through partner websites, apps & internet-connected devices. More than 5,000 organisations share our content, including other NHS websites, local authorities, charities and commercial organisations. Social media is also an important part of the NHS website service and we reach millions of people a month through: • Facebook, Twitter & YouTube

Primary Audience

We are focused on meeting the health and care needs of **people** across England and provide Information to help them access and use health and care services. We provide information to help **people** make more confident decisions about care and treatment and provide guidance about how to respond to major health events such as the Coronavirus.

Latest update (October 2022)

- We delivered a message of respect on the nhs.uk homepage within 24 hours of the announcement of the Queen's passing on 8th September, and subsequently, we closely supported cross government social media messaging relating to the Queen's passing

- The 24/7 Urgent Mental Health Helplines were developed in response to the covid-19 pandemic. Users were able to find their local helpline using the NHS Website's Find a local NHS urgent mental health helpline product. The NHS website has now introduced functionality which ensures that every person in England is served the correct number based on the catchment area they live in.

- Supported delivery of winter vaccinations campaign for DHSC, leading on accessibility and moderation work, including collaborating on reporting across all major social media teams across NHSE, DHSC and UKHSA

- Delivered social media content, and a forward schedule of future content updates for NHS England's 'Cancer Barriers' campaign. This content contributed towards 365,000 Twitter impressions of NHS content in the first half of October 2022

- A self-help 'Low Mood and Depression' video went live on YouTube on World Mental Health Day (10/10/22). In its first week, the video was viewed 1,500 times and received 26,000 impressions.

- Representatives from the NHS.UK User Research and Social Media teams presented back at YouTube's Health Corpus meeting, sharing the latest Help video created by the team, plus video metrics and user research for the project and findings. The work was enthusiastically received by stakeholders such as senior clinicians from GOSH, and was referred to by Google themselves as "the standard for health content production in the UK on YouTube".

Action needed

Please go to the website (details below) and have a browse. We have developed a simple feedback form that sits at the bottom of nhs.uk webpages and we would welcome your comments on any areas.

Contact details for further queries: nhsuk.pmo@nhs.net **/** fazila.suleman@nhs.net

Further information: **https://www.nhs.uk/**

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National Care Records Service pilot (formerly SCRa PB)

Programme Summary

NCR Service is the successor to SCR application. It provides a quick, secure way to access national patient information to improve clinical decision making and healthcare outcomes and it is free to use. The service provides access to an ever-increasing number of NHS digital services, including Summary Care Record, National Record Locator, Personal Demographics Service and Child Protection Information Sharing.

Primary Audience

CIOs, CCIOs, Health and Care professionals – (Pharmacy, Ambulance Trusts, Care settings)

Latest programme update (August 2022)

- National Care Records Service is planned **to go from pilot to live for the health and care service to onboard to from October 2022**.
- Future services will include the Birth Notification Application, Reasonable Adjustments and Female Genital Mutilation information sharing, amongst others.
- NDG and ICO approval to pilot the use Level 2 authenticators (e.g Microsoft authenticator on a mobile device) to enable organisations that do not have smartcards to access the service, improving patient safety by ensuring data is available at the point of care. ID verification and other controls remain the same.
- **AAL2 (Microsoft Auth) is being piloted with social care homes in Kent and the Southwest**. We expect results with 8-12 weeks (also covered in platforms IAM slides)

Action needed

Register your interest in using National Care Records Service or upgrading your existing SCRa product.

Contact details for further queries: enquiries@nhsdigital.nhs.uk and reference the NCR Service pilot.

Further information: https://digital.nhs.uk/services/summary-care-record-application-private-beta

National Record Locator (NRL)

Programme Summary

The National Record Locator (NRL) is a national index of pointers to patient records. It enables an authorised clinician, in any health or care setting, to access a patient's information to support that patient's direct care. The NRL facilitates national sharing and removes the need for organisations to create duplicate copies of information across systems and organisations, by enabling access to up-to-date information directly from the source. At no point does the record move from one system to another. It remains with the organisation that holds the data, so there is no need for a central repository.

Primary Audience

CIOs, CCIOs, Health and Care professionals – (Ambulance Trusts, Mental Health Trusts, Palliative Care Teams, Shared Care Records, Care settings)

Latest Update (August 2022)

- NHS Digital are working closely with a number of Shared Care Records, to onboard them to the NRL. This will enable them to share and consume patient information nationally for direct care purposes. The NRL can also act as the link between Shared Care Records across the country.
- 5 ambulance and air ambulance services are now live and accessing patients' care plans via NRL, using biometric authentication via iPads on the road, with more in the process of onboarding
- New record types coming soon via the NRL include: NEWS2, SBARD (care home communication tool) and Ambulance Reports

Action Needed

Register your interest in using NRL or contact us for further information below.

Contact details for further queries: nrlnems.ls@nhs.net and reference the NRL

Further information: https://digital.nhs.uk/services/national-record-locator

National Event Management Service (NEMS)

Programme Summary

The National Event Management Service (NEMS) facilitates near real-time sharing of nationally defined patient events between health and care services. The NEMS implements a publish/subscribe pattern, where information is sent by publishing organisations to the NEMS in the form of an event message. The NEMS then sends on a copy of that event message to subscribing organisations who have asked for that type of event message.

Primary Audience

CIOs, CCIOs, Health and Care professionals – (Child Health Services, Health Visiting, Care settings)

Latest Update (September 2022)

- Development of the PDS Record Change event that informs organisations that a patients record on PDS has been changed is almost complete. This will enable organisations to have synchronise with up-to-date demographic information and work is in progress to bring on suppliers as the first users of the new event.
- A configuration change has been made to allow more flexible use of generic subscription rules.
- Development of a new subscription criteria to allow subscribers to restrict down the patient cohort to patients register or un-registered with a GP.

Action Needed

Register your interest in using NEMS or contact us for further information below.

Contact details for further queries: nrlnems.ls@nhs.net and reference the NEMS.

Further information: https://digital.nhs.uk/services/national-events-management-service

Primary Care

- Registering with a GP service
- EPS
- NHS App
- Direct Care APIs (aka GP Connect)
- GP Appointment Data

- GP IT Futures

Register with a GP surgery service

Programme Summary

The Register with a GP surgery service is a new, centralised, digital service that allows patients to register with a GP online. It aims to make registration easier and simpler for GP practices and patients.

Primary Audience

GPs, PCNs & ICBs

Latest update (October 2022)

130+ practices are using the service and have processed nearly 26,000 registrations. The service:
- reduces the GP practice processing time by 10-15 minutes per patient.
- is proven across all user registration types (including dependent registration).
- includes a standardised health questionnaire.
- provides onboarding support and a resource hub.

Live! The service is now integrated with Find a GP on nhs.UK and offers catchment area checks.

Action needed

We now have capacity to onboard additional practices. Communities should identify suitable practices and contact the project team.

Contact details for further queries: england.register-gp-surgery.support@nhs.net

Further information: Register with a GP surgery service - NHS Digital

Electronic Prescription Service (EPS) – Secondary Care

Programme Summary

The Electronic Prescription Service (EPS) allows prescribers to send prescriptions electronically to a dispenser of the patient's choice, to enable a more convenient and efficient service.

Primary Audience

If your trust, ICB or regional team are having discussions around EPS in Secondary care we have a team of SMEs available to facilitate and advise during these discussions.

We are especially keen to understand the barriers to implementation (even without supplier readiness) and how we can begin to assist you overcome those

Latest update (August 2022)

Full Rollout Approval has been granted to one supplier for their standalone application to provide the ability for FP10 prescriptions in Outpatient clinics to be sent to community pharmacy Onboard work continues with other suppliers but no more assurance work expected until late September

Action needed

If you are interested in further discussions about EPS please contact Will Gallear

Contact details for further queries: Will Gallear, Implementation Manager – William.gallear@nhs.net

Electronic Prescription Service (EPS) - Research

Programme Summary

The Electronic Prescription Service (EPS) allows prescribers to send prescriptions electronically to a dispenser of the patient's choice, to enable a more convenient and efficient service.

NHS Digital are constantly looking to improve and build on the existing service to deliver on a commitment to efficiency and convenience for prescribers, dispensers, suppliers and patients.

Primary Audience

If you have **any interaction with EPS**, then we would like to speak with you about your experiences to enable us to take the service forward based on user needs.

Additionally, we would like to also speak with users who aren't current users of EPS but are involved in other prescription journeys.

We invite users from all areas of health & care to sign up – including primary, secondary, community & homecare.

Latest update (August 2022)

We'd like to build a list of users who want to be involved with our user research over the coming months, so that we include the voices of everyone. **This is your chance to have your feedback on EPS heard and an input on development of the service.**

Research with all user groups will be taking place over the coming months. We would like to encourage users to sign up to be contacted to take part in this user research. Sessions normally last 1 hour and are usually a 1-2-1 remote interview, but specific information will be confirmed when we contact you.

Action needed

Sign up to our list of users and we will get in touch with you when a user research activity is due to take place.
To sign up, please click here: https://feedback.digital.nhs.uk/jfe/form/SV_eu4jQRNbJooQxoO

Contact details for further queries: Tamara Farrar – Senior User Researcher, Platforms Directorate – platformsuserresearch@nhs.net

NHS App

Programme Summary

The NHS App provides a simple and secure way for people to access a range of NHS services on their smartphone or tablet. Citizens can book appointments at their GP surgery, get health advice, order repeat prescriptions, view their GP medical record, register their organ donation decision, find out how the NHS uses their data and get their NHS COVID pass.

Primary Audience

It's available to people (over 13 years of age) who are registered with an NHS GP practice in England.

Latest Update (October 2022)

To date we have recorded over 30 million sign-ups to the NHS App with, of which over 26m of these have fully verified their identities through NHS login.

Latest news and blogs

How the NHS App has helped relieve pressure in my pharmacy team by Rupesh Thakkar
What does creating a 'digital front door' mean? By Professor Jonathan Benger

Action needed

Visit digital.nhs.uk/nhsapp to see how the app can be used as your local front door to digital services.

Contact details for further queries: nhsapppmo@nhs.net

Further information: https://digital.nhs.uk/services/nhs-app

NHS App: hospital appointments (Wayfinder programme)

Programme summary
We are building on the success of the NHS App by linking patient engagement portals (PEPs) with the NHS App and levelling up access and functionality of PEPs nationally. We have built a patient care aggregator which surfaces information from PEPs and the NHS e-Referral Service and integrates that information into the NHS App. By combining local solutions with the NHS App's national reach, patients will have better digital access to manage their elective care

Primary audience
Acute trusts

Latest update (27/10/2022)
We are working with PEP providers and participating trusts for a phased rollout of new NHS App features for hospital appointments. Three test sites launched on 20 September with further trusts to follow from November onwards

Latest news
We are preparing for a tranche 1 roll out from 8 November with participating trusts. We expect the test sites under tranche 2 to go live on 22 November with further trusts to follow (see slide 44 for the current deployment plan)

Action needed
We would welcome your support in ensuring that trusts are ready for their launch date from November

Contact details for further queries: wayfinder.comms@nhs.net

Further information: https://future.nhs.uk/NHSAppPatientCareAggregator
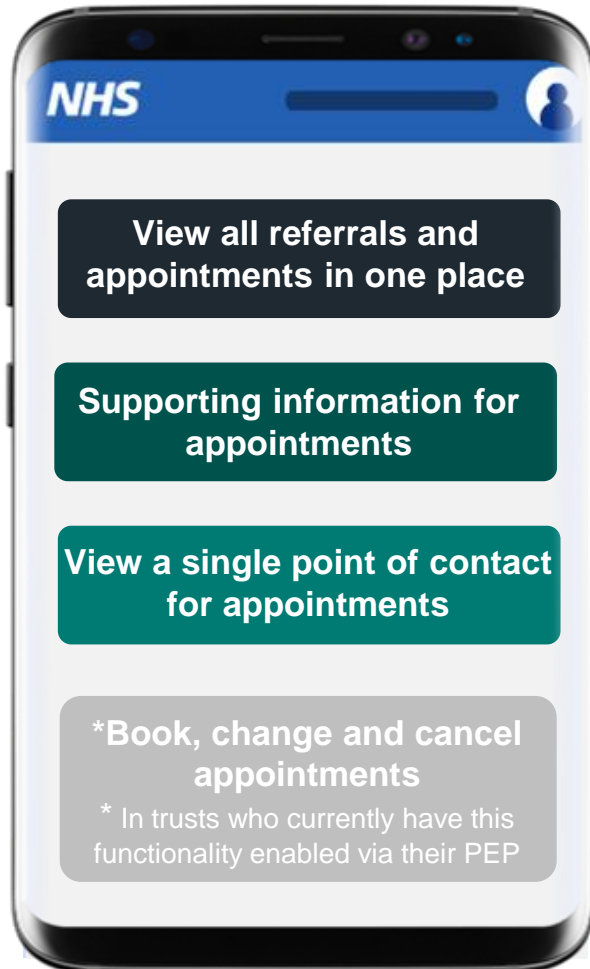
Wayfinder dashboard

| 3 Trusts live | 1,969,769 Total population coverage | 181,080 Total Wayfinder page views | 129,537 Total individual login sessions | 67,702 Total appointments shown | 47,741 Total referrals shown |

View all referrals and appointments in one place

Supporting information for appointments

View a single point of contact for appointments

***Book, change and cancel appointments**
* In trusts who currently have this functionality enabled via their PEP

Expected trusts in Autumn rollout, by region

17 trusts in this region

7 trusts in this region

North East and Yorkshire

North West

4 trusts in this region

7 trusts in this region

Midlands

East of England

2 trusts in this region

London

South East

South West

6 trusts in this region

4 trusts in this region
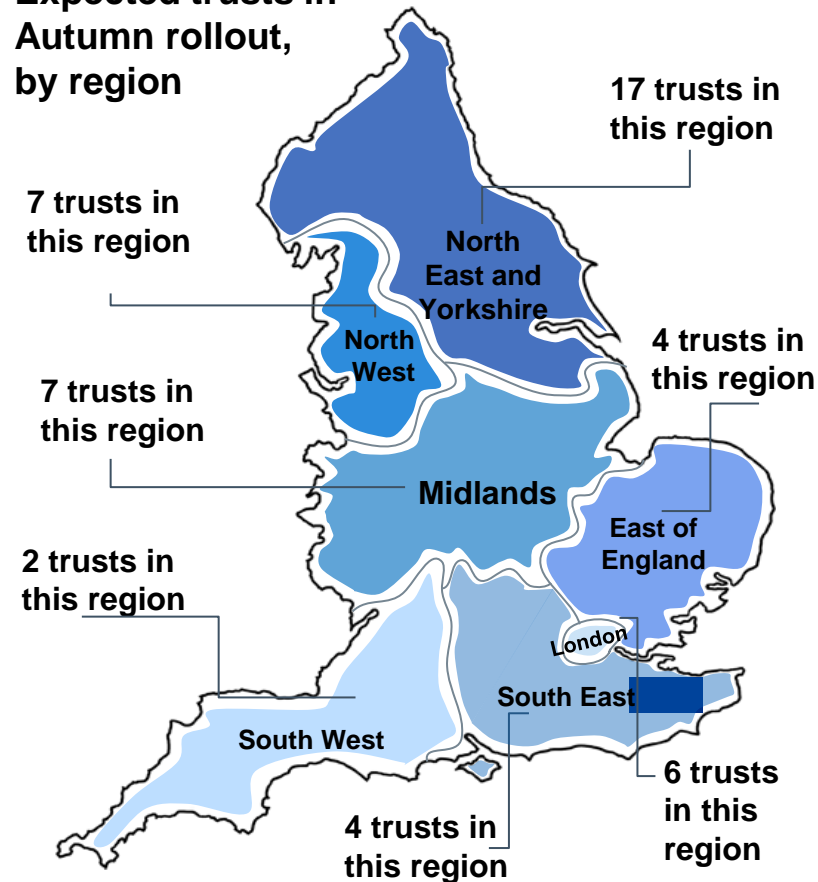
"Over 3,000 patients have used the NHS App now from a UHB perspective. When testing the App patients were pleased to be able to gain this information. No negative feedback received."

University Hospitals Birmingham

"The appointment information from secondary care being surfaced on the NHS App is fantastic for the patients and one step closer to getting all primary and secondary care in one location."

St George's University Hospitals

Current deployment plan

Please note that this plan is subject to change at any point and is not yet confirmed

KEY

Trust ready (green)
WIP (yellow)
Trust declined (red)

Trust	Pop	Portal
Croydon Hospital	380,000	Zesty
Great Western	354,973	DrDoctor
Kingston Hospital	331,660	Zesty
Leeds	878,289	Netcall
Liverpool University	552,258	DrDoctor
Milton Keynes	274,139	Zesty
North West Anglia	511,469	DrDoctor
Nottingham	902,689	DrDoctor

TEST GROUP/ TRANCHE 1

Trust	Pop	Portal
Chesterfield Royal	251,212	Netcall
Royal Berkshire	452,440	DrDoctor
Royal Cornwall	439,002	Netcall
St George's	572,201	Zesty
Sherwood Forest	315,500	PKB (FOT)
UH Birmingham	1,146,306	DrDoctor
South Warwickshire	250,229	Zesty
Surrey and Sussex	356,066	Netcall
West Suffolk	242,059	DrDoctor

Trust	Pop	Portal
Doncaster and Bassetlaw	391,225	DrDoctor
East Cheshire	131,020	PKB
East Sussex	343,221	PKB
Hull University	548,163	PKB
Mid Yorkshire	510,927	PKB
Rotherham	213,973	Netcall
Royal Free	684,545	Zesty
Whittington	216,538	Zesty
York and Scarborough	500,191	PKB

TEST GROUP/ TRANCHE 2

Trust	Pop	Portal
Newcastle	699,554	Healthcall
NLaG	350,123	HCC

Trust	Pop	Portal
Barnsley	219,479	HCC
Blackpool	293,008	HCC
Bolton	337,245	HCC
Buckinghamshire	407,306	HCC
Calderdale and Huddersfield	406,971	HCC
County Durham and Darlington	430,600	Healthcall
East Lancashire	463,772	HCC
Gateshead	168,141	Healthcall
King's Lynn	209,722	HCC
Lancashire	745,309	HCC

Trust	Pop	Portal
North Cumbria	268,395	Healthcalll
North Tees and Hartlepool	263,322	Healthcall
Northumbria	372,489	Healthcall
South Tees	482,418	Healthcall
South Tyneside and Sunderland	446,352	HCC
The Dudley Group	341,891	HCC
United Lincolnshire	505,116	HCC

Trust	Pop	Portal
Airedale		DrDroctor
Bradford	410,382	DrDoctor
Chelsea and Westminster	594,434	DrDoctor
Harrogate and District	198,845	PKB
Hillingdon	341,891	PKB
Imperial College	676,860	DrDoctor
Kettering	291,942	PKB/HCC
King's College		HCC
London North West	596,735	
Mid Cheshire		PKB
Northampton		PKB

Trust	Pop	Portal
Dartford and Gravesham	289,042	PKB
Frimley	744,203	DrDoctor
Hampshire		Netcall
Harrogate and District		
Royal Wolverhampton	429,111	Zesty
Somerset	329,810	Netcall
Stockport		HCC
Tameside and Glossop	211,415	HCC
UH Bristol and Western	647,406	DrDoctor
UH Plymouth	477,885	PKB
UH Sussex	970,423	PKB
Wrightington, Wigan and Leigh	296,832	DrDoctor

Trust	Pop	Portal
North Bristol	486,531	DrDoctor
Northern Care Alliance	421,496	DrDoctor
Oxford	835,548	DrDroctor
Portsmouth	443,814	HCC

LAUNCH: 20 September   8 November   15 November   22 November   29 November

NHS App – Messaging service

Summary
The NHS App messaging service provides a secure inbox that will allow patients to start receiving messages from health and care services such as their GP surgery via the NHS App, instead of traditional channels like SMS (Short Message Service) or letter. Patients will get a notification from the NHS App when they receive a message in their secure inbox, if they have notifications enabled on their device. Over time, this service will be rolled out across general practice.

Primary audience
General Practice

Latest 25/10/2022
Patients can receive in-app message from their surgery, instead of traditional methods like text message and email - https://digital.nhs.uk/services/nhs-app/nhs-app-guidance-for-gp-practices/guidance-on-nhs-app-features/nhs-app-messaging-service

Future
We're giving people the ability to receive messages relating to their care via the NHS App – find out more - https://digital.nhs.uk/services/nhs-app/future-developments#notifications-and-messages-direct-to-the-nhs-app

Action needed

Contact details for further queries: england.nhseimplementation@nhs.net

Further information: FutureNHS collaboration platform: NHS App Notifications and Messaging

Notifications and messaging

There are currently multiple messaging services available in the NHS App.

- NHS App messaging service (described on next page)

- GP surgery messaging (referred to as IM1 PFS messaging where patients can contact the surgery)

- Request care or ask your GP surgery a question (online consultation request)

- Consultations, events and messaging (available through personal health record like Patient Knows Best)

What and why

NHS App Messaging Service

The safest way for citizens of England to receive all their Health and Care communications

- A single inbox aggregating all 3rd party digital communication suppliers.

- Citizens can trust that they will only receive messages from verified Health and Care services.

- 100% free for all commissioned Health and Care services in England.

- Free for digital communication suppliers to integrate and innovate on.

- *note: This is not IM1 PFS messaging*

How does it work?

1 Author Message

- The healthcare professional authors a message to the patient in the same way they're used to using their IT supplier of choice
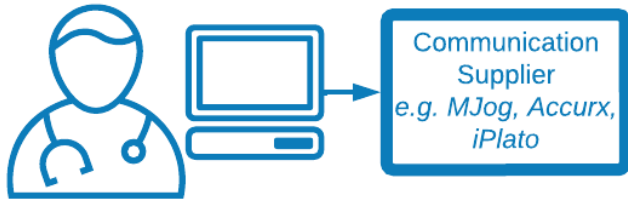
2 Send Message

- The communication supplier will automatically identify the appropriate communication channel and attempt to use that to send the message to the patient
- If the message is not successful via a given channel, the communication supplier will automatically try the next priority channel
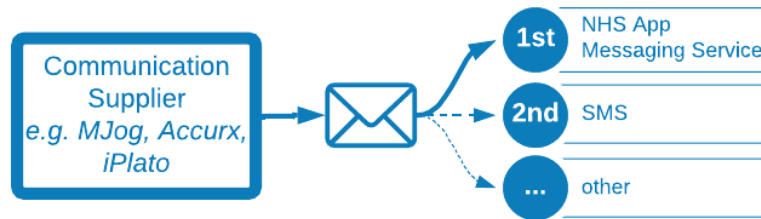
3 Deliver Message

- When a message is received the NHS App Messaging Service will store the message in the inbox for that NHS Number and attempt to notify the user that they have a new message
- The user can then open the App, read and perform any other actions relevant to the message

Communication Supplier
e.g. MJog, Accurx, iPlato

1st NHS App Messaging Service

2nd SMS

... other

NHS App Messaging Service
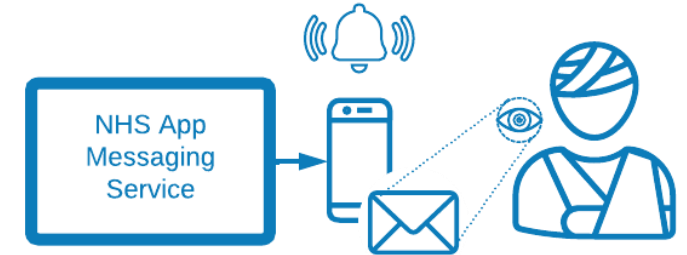
Future developments webpage

Search 'NHS App future developments'

- Book or manage a vaccination
- Notifications and messaging
- Online consultation
- Access to patient records

https://digital.nhs.uk/services/nhs-app/future-developments

Presentation last saved: Just now

NHS Digital

Coronavirus Services Data Cyber Developer News About

Future developments for the NHS App

We're continuing to improve the NHS App. We work to an agile delivery process, so it's possible that not all these features will make it into the live app. What we develop will depend on what we find out from users as we work on improvements – and on funding. The planned go-live dates may also change.

Page contents

Top of page

Book or manage a vaccination

Online consultation services

Personal Health Records (PHR)

Notifications and messages direct to the NHS App

Notifications preferences

Enhanced appointments viewing

Book or manage a vaccination

Currently citizens in England can book or manage their vaccination appointments using the NHS national booking service. As part of this service they are required to answer questions about their health circumstances and are then offered a vaccination appointment based on the results.

Current status

We are assessing how this service can best be provided through the NHS App in a way that makes the experience simple and easy for users.

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NHS App guidance for GP practices

Search 'NHS app guidance for GP practices'

- Clearer content structure
- Easier to navigate

https://digital.nhs.uk/services/nhs-app/nhs-app-guidance-for-gp-practices

digital.nhs.uk/services/nhs-app/nhs-app-guidance-for-gp-practices

NHS Digital

Coronavirus   Services   Data   Cyber   Developer   News   About

NHS App guidance for GP practices

What GP practices need to know about the NHS App.

Guidance on NHS App features

Find out what patients can do in the NHS App, and how the features available to them are affected by settings in the clinical system your practice uses.

→

Tell your patients about the NHS App

We've developed a range of materials to help you spread the word to your patients.

→

Set up a test patient

See the NHS App the way your patients see it, using a test patient.

Help for patients

Help patients get on board with the NHS App, and get more

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Direct Care APIs (DCAPIs) (previously known as GP Connect)

Programme Summary
Direct Care APIs allows authorised clinical staff to share and view GP practice clinical information and data between IT systems, quickly and efficiently.

Primary Audience
GP practices, PCNs, STPs, NHS 111, Extended Access Centre's, UTCs, Community, Ambulance, Social Care, Pharmacy, Optometry, Dental

Latest update (October 2022)
- GP Connect supplier capabilities need to be built into both GP patient record systems and IT systems used by end consumers, such as NHS 111, ambulance services, hospitals and care homes.
- Supplier progress to integrate GP Connect capabilities into their systems is available here.
- With the introduction of the Enhanced Access DES it has been noted that particularly where a PCN has a mixed economy of GP systems, for example a PCN that has both TPP and EMIS Systems, there may be some requirements of the DES that the use of GP Connect can help deliver. The PIRM team are continuing to support PCNs with their local configuration and processes to support this.
- A Direct Care API PowerBI dashboard is available, allowing organisations to view and interrogate information relating to the utilisation of Direct Care API capabilities. A webinar is taking place on Tuesday 8th November to provide an overview of the utilisation dashboard (recording will be available following the event).

Action needed
Ensure ICBs and GP practices have enabled Direct Care APIs (DCAPI) as required by national guidance.
Contact DCAPI team to discuss the approach and support available for any other local use cases.
Contact PIRM representative to book a place on the PowerBI webinar on 8th November or to access the recording.

Contact details for further queries: gpconnect@nhs.net

Further information: https://digital.nhs.uk/services/gp-connect

Direct Care API Capabilities

GP Connect: Access Record

91,932,215 patient records viewed to date (HTML)
1,997,186 patient records viewed to date (structured M&A)

Makes patient medical information available to all appropriate clinicians when and where they need it to support direct patient care…

Access Record: HTML

- Enables a read only view of a patients record.

Access Record: Structured (Meds & Allergies)

- Enables systems to consume data in machine readable format, so no need to transcribe from one system to another.

Link to more information relating to GP Connect: Access Record

GP Connect: Send Document

98,068 messages sent to date

Provides the capability for a patient's registered GP practice to receive a document capturing the details of a care encounter following a patient being seen in another care setting

Link to more information relating to GP Connect: Send Document

GP Connect: Appointment Management

15,498,827 appointment slots searched to date
3,784,587 appointments booked to date

The majority of GP practices in England can now use GP Connect: Appointment Management so that organisations can share and manage their appointments to support joined-up patient care.

Link to more information relation to GP Connect: Appointment Management

GP Appointment Data

Programme Summary

The programme is delivering a range of developments to improve the quality of general practice appointment data (GPAD). This is to ensure that published general practice appointment data fairly represents the appointment activity carried out across practices and general practice providers in England.

Stakeholders

GP Practices, PCNs, CCGs, BMA

Action needed (September 2022)

- Data on appointment categorisation, duration of consultations and more detail on the healthcare professional leading appointments is now included in the GP Appointment Data Publication
- Practice GPAD dashboards are available to highlight key appointments data quality metrics and appointments usage. Use of dashboards can help support improvements being made to the quality data. PCN dashboards are now also in train.
    - PIRM are engaging with all practices who have never utilised this service with the aim to improve data quality as a whole
- The PIRM Team continues to support local areas by providing direct focussed support to GP Practices. This supports improvements being made to the quality of data in targeted improvement areas, alongside feedback to the programme to help explain unexpected data seen, to better understand data and the approach to future enhancements to the publication.

Guidance

- Practice dashboard onboarding and supporting information is here
- Overarching NHSE/I and BMA appointment data guidance is published here.
- Information to help support improving appointments data quality in EMIS and TPP systems is here
- NHS England published Standard GP Appointment Categories Guidance is here. National GPAD categorisation webinars were completed between May and July. A recording and associated resources can be accessed via NHS Futures.

Further information: https://www.england.nhs.uk/gp/gpad/   Contact details for further queries: england.gpad@nhs.net

Buying Catalogue

Programme Summary

The Buying Catalogue is a digital marketplace that enables buyers to browse, discover, compare, and create orders for centrally assured clinical IT systems. It currently consists of two main components: marketing pages and an order form.

Primary Audience

Primary Care Professionals responsible for procurement of IT solutions

Latest update (Oct 2022)

Recently, the Buying Catalogue has delivered:
- Ability to generate **contracts**
- Ability to insert **planned delivery dates** per service recipient
- **Filtering** enhancements

The up-coming functionalities of the Buying Catalogue will be as follows:
- Ability to **amend submitted orders**
- **Service Recipients selection** enhancements
- New solutions lined up to be on the **Tech Innovation Framework**

Action needed

The team is looking for Primary Care Professionals to provide feedback and help shape the functionality of the catalogue.
Please, contact us to get involved.

Contact details for further queries: ambra.dentella1@nhs.net

Further information: https://buyingcatalogue.digital.nhs.uk

GP IT – New Market Entrant Early Adopter Programme

Programme Summary
Modern, innovative, and user-centric solutions in the Primary Care IT market, that support practice staff and allow them to spend more time on their patients' needs.

Primary Audience
GP practices, Federations, PCNs, ICBs

Latest update (September 2022)
- NHS Digital will soon be announcing those suppliers who have successfully achieved award on the GPIT Technical Innovation Framework. The Tech Innovation framework aims to empower GPs, PCNs and commissioners by giving them access to a variety of distinct options with regards to core clinical systems, allowing each organisation to make the optimum decision to support their needs and enable them to reach their fullest potential in the delivery of care. The suppliers awarded on this framework will be delivering innovative core clinical GP systems, with the first being available to procure from the Buying catalogue this winter. Later in the Autumn we will be running a Supplier Expo and seeking interest from potential Early Adopters. Early Adopters can apply for financial support and will be supported through their business change and implementation project as they switch to a new GP system.
- Research sessions continue with organisations who express an interest in early adoption.
- Business Change and Implementation Support offering is being tested with the first potential Early Adopter
- NHS England will be supporting early adopters to contribute towards the additional costs associated with the implementation of a new to market GP core clinical system.

Action needed
We continue to interview primary care organisations who express interest in being an Early Adopters of New to Market GP Clinical System solutions. If you are an interested organisation, **please get in touch by emailing our User Engagement Team (gpit.nme@nhs.net).**

Contact details for further queries: **Arshad Takun,** Product Manager, NME Team, GPIT Futures

Secondary Care

- Mortality Data Flow Review

- Medicines Interoperability

- NHS e-Referral Service (e-RS)

- Child Protection – Information Sharing (CP-IS)

- Breast Screening Service

- Bowel Screening Service

Mortality Data Flow Review

Programme Summary

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 directly to Patient Demographic Service (PDS) via the Spine and lack of PDS compliance and access, which resulted in the need for Mandating mortality updates onto the PDS Data Provision Notice (DPN) of which is now approved and published.

Primary & Secondary Care

Communications have been sent via GP Practice Managers' Bulletin on the 13th October 2021,and the Digital Leaders' Bulletin on 20th October 2021. Communications include links to the DPN and advice to contact PIRM regional Leads via our general enquiries.

Latest update (October 2022)

The DPN was published on the 12th October 2021, mandating the recording of informal deaths via the PDS within one working day (formerly within 24 hrs.) of notification of death, compliance of the DPN is by 10th January 2022. Original survey/questionnaire completed in Nov/Dec 2020, provided key information in the timeliness of recording informal deaths and usage/access to the PDS. Following the continued review of data, PIRM have escalated to both primary and secondary care to highlight where compliance is lacking and are currently working with those organisations that need support

Action needed

- PIRM engagement continues with primary and secondary care to assist with compliance where required
- The compliance deadline of 10th January has now passed but PIRM staff will continue to engage at least until the end of December 2022
- Full data up to September 22 has been analysed and the internal dashboard updated accordingly
- Futures site has been created and communicated to Secondary and Primary Care leads Mortality Data Flow - FutureNHS Collaboration Platform

Contact details for further queries: Via PIRM PRM

Further information: mortalitydataflows@nhs.net

Medicines Interoperability

Programme Summary

This is a change programme to enable the seamless flow of medication information across health and care settings, to support safer, joined up care, improve medicines related patient safety, reduce the burden on frontline clinicians and improve the patient experience. This will be achieved through the definition and adoption of interoperable medicines standards and ensuring the availability of patient level secondary care medicines data to support research

Primary Audience

Secondary Care settings (Hospital and Hospital Pharmacy)s.
Other health and Social care settings using electronic patient medication records

Latest update (September 2022)

- **ISN** - This Information Standard Notice was published 1 October 2021. DAPB4013: Medicine and Allergy/Intolerance Data Transfer - NHS Digital

New!
- The Interop Meds survey report is now live: https://digital.nhs.uk/services/digital-and-interoperable-medicines/information-gathering-survey
- If you are yet to complete a survey, please do so by going to the following link or contacting your assigned PIRM resource for Meds Interoperability.

Action needed

Ensure dm+d is used as the primary means of identifying medicines within systems
Engage with PIRM to discuss plans for Interoperability and how these are progressing.

PRSB Professional Record Standards Body | dictionary of medicines + devices | SNOMED CT | HL7 FHIR

NHS e-Referral Service

Programme Summary
The NHS e-Referral Service (e-RS) handles c70,000 referrals every day and has transformed the process of referring a patient for onward specialist care. e-RS is a digital tool for providers to publish clinical services and appointments, allowing referrers seek Specialist Advice, make referrals and book appointments

Primary Audience
Primary & Secondary Care and technology leaders involved in the planning and delivery of elective care, regional and local elective transformation leads.

Referral Optimisation
There are 3 mains services available in e-RS via which a referrer may obtain clinical advice and/or refer a patient; **Specialist Advice & Guidance**, **Referral Assessment** (Clinical Triage) and **Bookable Appointments**

Latest update (October 2022)

Ongoing e-RS Activities – Oct 2022

- NHS Digital is developing a suite of e-RS dashboards to allow NHS organisations to utilise e-RS datasets in the planning and management of elective pathways and referrals

Upcoming developments

- **Changes to patient letters and communication** – following patient extensive research, automated e-RS letters sent to patients when their hospital appointment is cancelled, or if their referral is rejected, are being suspended in January 2023. This is to avoid patient confusion where multiple letters may be received. Primary & Secondary care organisations are being informed of this change
- **Increase File Size Capacity** – In January 2023, e-RS will increase the supported file size of attachments to 100Mb. This is for the e-RS Professional App and newer APIs. **N.B.** attachments uploaded to e-RS via integrated GP clinical systems (using XML messaging) will retain maximum of 5Mb)
- **Prison Referrals** - e-RS changes in release 12.3 (4th Nov) will allow patients within the detained estate to be referred securely to hospitals via e-RS, as information to on-line services and NHS App will be blocked.
- **e-RS Integration** – NHS Digital continue to expand & develop new capabilities using FHIR-based APIs, including system-to-system authentication & APIs accessible over the internet
- **e-RS over the Internet** – The NHSD/e-RS programme continue to work partners to develop the capability for users being able to access e-RS over the internet; removing the dependency on HSCN and physical Smartcards
- e-RS team are onboarding **Product Board** to manage new user requirements. In addition to capturing new ideas, a new Portal will be launched in November, allowing users to view and vote on other suggestions, which will feed into prioritisation of the future e-RS Roadmap

Contact details for any e-RS enquiry: enquiries.ers@nhs.net   **Further information:** https://digital.nhs.uk/services/e-referral-service/

Breast Screening Service – (BS-Select)

Programme Summary

The Breast Screening Programme is migrating its system onto Cloud hosting. As a result, the change of platform requires staff to move to using the new security and access protocols of CIS2 (NHS Credential Management) and, if not already using, the provision of Smartcards with specific roles.

The decommissioning of NHAIS services including Open Exeter is expected to complete in 2023, this provides extra imperative that the existing system has been switched over to using CIS2 which is a prerequisite to moving to Cloud hosting. The Breast Screening Select (BS-Select) system will move to Cloud hosting early 2023.

Primary Audience

Staff involved in the Breast Screening Service (BS-Select),
IT and Registration Authority (RA) Leads – IT pre-requisites and smartcard requirements.

Latest update (September 2022)

Pre-migration activities need to be completed before BS-Select migrates to cloud hosting. The Programme has extended its thanks to the majority of Breast Screening Services that are now live on CIS2 and have the required roles for BS-Select. We are asking IT and RA Teams within those organisations that have not started these activities to take the steps listed below to ensure technical readiness by September 1st 2022.

Action needed

1. All **BS-Select users will need a smart card**
2. Liaise with your trusts' local Registration Authority (RA) to have a '***Breast Screening***' position created locally that includes the BS-Select activity code.
3. Ask the local RA to allocate the newly created 'Breast Screening' position to the smart card accounts of all your BS-Select users.
4. Send the smartcard numbers of the BS-Select users to the Exeter Help Desk. See Actions for BSO managers
5. Users can check if their laptop or PC has the **latest CIS2 software installed** by following the Care Identity Authentication (spineservices.nhs.uk) instructions.

Contact details for further queries: digitalscreeningpmo@nhs.net **– Please use the subject heading 'Breast Screening Smartcards' in your email.**

Bowel Cancer Screening Service (BCSS)

Programme Summary

The Bowel Screening Programme is migrating its system onto Cloud hosting. As a result, the change of platform requires staff to move to using the new security and access protocols of CIS2 (Credential Management) and, if not already using, the provision of Smartcards with specific roles.
The system relies on the use of Open Exeter for user authentication onto the screening system. The decommissioning of NHAIS services including Open Exeter is expected to complete in 2023, this provides extra imperative that the existing system has been switched over to using CIS2 which is a prerequisite to moving to Cloud hosting.

Primary Audience

Staff involved in Bowel Cancer Screening – Administrative hubs, labs, and colonoscopy services, Detained Estates, Defence Medical Service and Isle of Man.
IT and RA Leads – IT pre-requisites and smartcard requirements.

Latest update (September 2022)

Work is in progress to develop new functionality that will enable login via Smartcard and CIS2, in line with NHSD access protocols for internet facing services. Aiming to commence pilot with 6 screening centre sites and 1 hub from Mid-November 2022. Website guidance now live, pilot users contacted. Targeted comms from the PIRM team to the pilot sites and their RA's, wider RA comms via national cascade will be sent shortly to provide initial guidance.

Action needed

Credential Management to be deployed to the computers of staff involved in BCSS.
Users of those systems should have been issued a smartcard, if they don't already have one; with the relevant roles applied (roles to be advised).

Contact details for further queries: : digitalscreeningpmo@nhs.net **– Please use the subject heading 'Bowel Screening Smartcards' in your email.**

Integrated Urgent Care

111 online

Programme Summary

111 online is a fast and convenient alternative to the 111 phone service. People enter information about themselves and their main symptom and are then asked a series of questions about their health problem. They can find out how to get the right healthcare in their area, including whether they need to see a GP or seek urgent care. Users can receive details of Self care, 'Go To', 'Telephone', 'Ring and Go', 'Refer and Go' or 'Call back' services, as well as booking an arrival slot at emergency treatment centres for emergency outcomes. Referrals are sent using ITK messages and care connect to service providers where appropriate. The product is updated frequently in response to the needs of patients.

Primary Audience

111 and out of hours system and service providers across urgent and emergency care.

Latest update (October 2022)

- ICB utilisation (percentage of all 111 referrals taken in 111 online) ranges from 19% to 42% across the country
- 111 online product is in the final stages of development against the BaRS standard
- 111 online product will continue to send care connect and ITK referrals to services with systems that are not BaRS compliant
- CPCS Minor illness referrals went live on 03/10/22
- CPCS Emergency repeat medication referrals live since 2021

Action needed

ICB's to make NHSD aware of any service or provider changes before amending DoS profiles
ICB's to ensure DoS profiling and service availability is robust before the winter comms campaign

Contact details for further queries: Contact the Team by e-mail – nhs111online@nhs.net
Or individually Ruth Coates (Midlands, EoE and London) ruthcoates@nhs.net
Ruth Hodge-Adams (North East, North West, South East and South West) ruth.hodge-adams@nhs.net

Further information: Further detail is available **on our web page** 111 online - NHS 111 online resources and by attending the fortnightly show and tells at 10.30 on a Tuesday – previous recordings are available on the web page

- ITK – Interoperability Tool Kit
- BaRS – Booking and referrals standard
- CPCS Community Pharmacy Consultation Service

Digital Urgent and Emergency Care Programme (NHS Profile Manager)

Product Summary

NHS Profile Manager is where pharmacies go to update their service information, such as opening times and contact information. Previously, a pharmacy would update two different NHS service information editors:
1. NHS website Profile Editor and
2. Directory of Services (DoS) Profile Updater.
Now we have moved to the new system making it quicker and easier to update information, removing duplication and freeing up time for our colleagues in pharmacy to deliver crucial services to the public.

Pharmacy was prioritised as the first cohort to go live and is due to be followed by dental, general practice, and optometry. Now the product is live and being used by pharmacies across England we are revitalising our roadmap with our users and stakeholders to determine how we effectively move forward to achieve effective benefit and value as we develop more features and include new cohort

How it works

With two systems being updated by pharmacies, the information requested by both often overlap. NHS Profile Manager solves this problem by collecting information from pharmacy teams in one system. NHS Profile Manager will meet the requirements of both NHS.UK and Urgent and Emergency Care (UEC) DoS users and create a single place for pharmacies to update their information.
The NHS Profile manager product is also being offered to service providers in two ways, firstly through the website interface and secondly through an API, although the API is more geared to larger pharmacies operating at scale.
Contractual Obligations
NHS England's Terms of Service requires pharmacies to update this information at least once each quarter of the financial year, and unexpected changes to opening times as and when these occur.
Even if no changes have been made during the quarter, you should still verify the information using NHS Profile Manager as this creates a record which will act as evidence to NHS England.

Further information

- Pharmacy contractors can now access and use the new **NHS Profile Manager** to check and update pharmacy information.
- Find out further information about NHS Profile Manager on the PSNC website.
- You can also access our 'how to' videos for support and guidance.
- If you need help with NHSmail, please refer to the NHSmail guidance or Frequently Asked Questions. If required, you can email pharmacyadmin@nhs.net.

Contact details for further queries: england.digitaluecpmo@nhs.net / Programme Implementation Lead NHSE/I: oliver.lewis@nhs.net

Further information: NHS Profile Manager FutureNHS

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Digital Urgent and Emergency Care Programme (ED Streaming and redirection tool)

Product Summary

Urgent care self-service tool/ ED Streaming and redirection tool
The urgent care self-service tool, also known as the streaming and redirection tool, is a kiosk-based service, provided as a web application, for patients who arrive at accident and emergency (A&E) departments and urgent care settings with no pre-booked arrival time.

How it works

Patients answer questions about the symptoms they have arrived with, so that the service can direct them to the most appropriate care. Depending on the answers they give, this could mean people are seen where they are, or they're referred to other appropriate services in the area.

The service has been commissioned as part of the 111 First initiative, which encourages everyone with an urgent health concern to visit 111.nhs.uk or call 111 to find out the best place to get help and to get booked in if appropriate. The tool is designed to provide help and direction for patients who did not contact a 111 service beforehand and have arrived with no pre-booked arrival time or appointment. In turn, patients could be safely deflected and this could reduce pressure on ED's during Winter 2022 and beyond.

Further information

Commissioned services in your area will need to be listed on the Urgent and Emergency Care (UEC) Directory of Services in order to enable the redirection of patients.

- NHS Digital ED Streaming promotional video
- About NHS Service Finder- Finding the Right Services Fast
- https://elht.nhs.uk/news-and-media/news/new-urgent-treatment-streaming-tool-will-help-patients-get-right-treatment-right-time

Contact details for further queries: england.digitaluecpmo@nhs.net

Further information: FutureNHS   Urgent care self-service tool

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Digital Urgent and Emergency Care Programme (NHS Service Finder)

Product Summary

NHS Service Finder gives health and care professionals a fast way to access accurate, real-time information to help signpost patients to available services. This information includes non-public telephone numbers and instructions about who is eligible for services and how to refer a patient. Maps and directions to the services are also available, and you can email service information directly to your patient.
You can access it from any device with an internet connection, using an up-to-date browser.

Benefits: *Quicker access to real-time service information *Demand distributed across the wider urgent and emergency care system *More time available for patient care *Better awareness of the range of available services *Ability to shift to lower acuity services where appropriate *Greater confidence in referrals *Improved patient experience

How it works

NHS Service Finder works by retrieving service information from the Urgent and Emergency Care Directory of Services (UEC DoS) and the NHS website. This directory is maintained by regional teams across the country to make sure it's as accurate and up to date as possible.

Services need additional information to make them searchable. This means the results that appear in your search depend on how much of this information the regional teams have completed.

Regional teams across the country are working hard to ensure that services are profiled accurately.
If you cannot see a service that you think should be listed, then please report it using the form within NHS Service Finder.

Further information

- **Raising awareness of the NHS Service Finder:** NHS Service Finder is a free to use national product for staff employed by a health or social care provider. Download these resources and suggested copy to help your organisation promote this service.
- **Introduction to NHS Service Finder: https://www.youtube.com/watch?v=0qTZWE7wWU8**
- **Our users talk about NHS Service Finder - a free NHS product for healthcare professionals:** https://www.youtube.com/watch?v=WHFEDjiAI7E

Contact details for further queries: england.digitaluecpmo@nhs.net / Communications & Engagement Lead, NHS Digital: peter.miller5@nhs.net

Further information: FutureNHS   NHS Service Finder

Digital Urgent and Emergency Care Programme (NHS Pathways)

Product Summary

NHS Pathways telephone triage system is a clinical decision support system (CDSS) supporting the remote assessment of callers to urgent and emergency services. It is used in the following settings: NHS 111, 999, Integrated Urgent Care Clinical Assessment Services and NHS 111 Online. This is to assist in the management of patients presenting to urgent care or emergency departments.

The system is owned by the Department for Health and Social Care, commissioned by NHSE/I and delivered by NHS Digital. Services commissioned by NHS England and host system suppliers enter into licences with the Secretary of State for Health and Social Care, allowing them to embed NHS Pathways within their products. The system is maintained by a group of experienced staff most with an urgent and emergency care background. All of the clinical authoring team are registered, licensed practitioners.

How it works

The system is an interlinked series of algorithms, or pathways, that link clinical questions and care advice, leading to clinical endpoints. Non-clinical Health Advisors are presented with a series of questions. Based on the answers given, the most appropriate clinical response with a specific level of care and the time frame, is reached.

Questions are asked in a clinical hierarchy, so life-threatening questions are asked early in the call, progressing through to questions about less urgent symptoms.

The NHS Pathways system is broadly divided into three modules with the system taking a symptom-based approach, rather than a diagnostic one. Read more

Further information

NHS Pathways service information: This contains links to the NHS Pathways monthly triage data, clinical release notes and the clinical enquiry log summary for the latest period.

Introducing Pathways Clinical Consultation Support (PaCCS) – YouTube: Pathways Clinical Consultation Support (PaCCS) is a product to support clinicians during a consultation, for use as an "aide memoire" — using existing NHS Pathways content in a consultation format and supporting ambulance dispatch, DoS service searching and home care advice.

Contact details for further queries: england.digitaluecpmo@nhs.net / Programme Head, NHS Digital: laura.jones50@nhs.net

Further information: FutureNHS   NHS Pathways

Booking and Referral Standards (BaRS)

Programme Summary

The BaRS Team are creating a new standard and API that will be available to suppliers to move patients and their referral information around the system. This builds upon the Care Connect standard (Bookings), which is already available, and which will be upgraded to add the transmission of referral information. This will replace the old and unsupported CDA* document with something more modern, data driven and useable. When used, patients will benefit from knowing their information has gone ahead of them and staff will be able to better plan for a patients arrival with the correct information that they need to support the patient care.

Primary Audience

Suppliers and providers across urgent and emergency care. The BaRS is starting with support for the 111 to ED care setting but the use cases will be expanded to other care settings based on a prioritised NHSE driven care setting backlog.

Latest update (September 2022)

- The technical approach for how the API and Standard will work has been agreed.
- We have suppliers working with the Team to support the development of the standard and who will use the API to test the patient flow between 111 and an Emergency Department (ED).
- We have ED providers who have offered to support the first of type development. This means we have the capability (once the standard is ready) to test the patient flow between 111 and into an ED via supplier systems.
- We have the information model (referral content) that has been written in conjunction with the PRSB**.
- We are creating the details for suppliers in the latest version of FHIR***.
- The standard is in a final draft and can be used for development purposes.

Action needed

Emergency Departments need to be aware of the availability of the new standard.

Contact details for further queries: Contact the Team by e-mail - bookingandreferrals@nhs.net

Further information: Further detail is available on the NHS Futures site (Digital - 111 to ED Booking - NHS 111 First/Further Faster Project - FutureNHS Collaboration Platform)

* CDA - Clinical Document Architecture - Wikipedia
**PRSB = The Professional Records Standards Body (theprsb.org)
***FHIR – Fast Healthcare Interoperability Resources

Data services

Data Liaison Service

Service Summary

Data Liaison Service was established to engage with data providers (from GP practices to Trusts to CCGs and ICS) to provide a range of support, including: Dataset Onboarding (both for new collections and version changes of existing ones), registration for non-submitting providers, improving timeliness of data submissions, improving completeness of data submissions, improving alignment with duplicate collections, providing access to reports and analysis of data to support providers with making local improvements and changes to their systems or working practices.

Primary Audience

All providers of data to NHS Digital managed data collections.

Latest update (October 2022)

- Examples of our current provider support:

- Emergency Care Data Set (ECDS) – onboarding type 1 acute trusts to ECDS v3.0 and subsequently supporting them to improve the data quality and frequency of their submissions.

- Mental Health Services Data Set (MHSDS) – facilitating drop-in sessions allowing providers to highlight issues and get advice from experts at NHSD; providing one-to-one provider support through calls/ teams meetings to help resolve or escalate specific issues

- Community Services Data Set (CSDS) – supporting in-scope providers to register and onboard for CSDS and subsequently assisting with any submission queries/ issues. Non-regional support for UCR, MSK, and Large providers. Regional support for Weight Management Service providers.
- Electronic Prescribing and Medicines Administration (EPMA) – starting January 2023, regional teams will be giving guidance to providers in the onboarding process for the new EPMA collection.

Action needed

For information

Contact details for further queries:
Ian Binns – Head of Data Liaison / Aaron Leathley and Ryan Davies – Senior Data Liaison Managers

Data Liaison Service – Emergency Care Data Set (ECDS) Support

Data Set Background

- The Emergency Care Data Set (ECDS) collects information from all attendances to emergency departments in England. It intends to be the single source of information about why they attended and what treatment they received and aims to replace parallel aggregate collections (SitReps).
- In order to become the single source, all providers must submit the ECDS (A) daily, (B) for all departments (coded correctly), (C) in the new version 3.0 and (D) with data quality criteria met.

Key Milestones

- The previous v6.2.2 release of ECDS is being retired from 1 December 2022 – submissions will no longer be accepted in this format
- The ISN for ECDS v4.0 (introducing SDEC, virtual attendances and other changes) is expected to be published Mid December 2022 with a go-live of 1 July 2023.
- ECDS Programme are seeking early SDEC adopters ahead of 1st July 2023 (with support) - please contact ecds.england@nhs.net

DLS Support Offer

- DLS have been commissioned to provide intensive support to ECDS submitters on an ongoing basis since late 2020. An initial focus has been on Type 1 (ED) departments which is to be expanded to cover Urgent Treatment Centres (T3) from 2022/23.
- Each region have a dedicated and named Data Liaison Manager to provide proactive and reactive support via regular engagement.
- DLS have developed an enhanced breakdown report of invalid records which can be used to support data improvement
- DLS also run a monthly ECDS User Group, details of which can be found via the ECDS Forum collaboration space.

Progress to date

- 173 of the 189 T1 ED's (92%) have now achieved Daily reporting to ECDS as at September 2022
- 179 Type 1 ED's (95%) have now migrated to ECDS v3 between April 2021 and September 2022 with remaining sites receiving ongoing support
- All sites successfully transitioned off ECDS v6.2.1 before the June retirement date, DLS now supporting the v6.2.2 retirement to enable all submitters to be on the same XML Schema version ahead of v4 going live.

Action needed

- For information

Contact details for further queries:
Ian Binns – Head of Data Liaison / Aaron Leathley (Senior Data Liaison Manager – ECDS Support Lead)

Data Liaison Service – Mental Health Services Dataset (MHSDS)

Service Summary

Data Liaison Service have been commissioned to:

● Engage and support providers already submitting to the MHSDS to improve the quality of the data in their returns

● Engage and support providers who are registered or have previously submitted to the MHSDS but are not currently able to submit

● Contacting in-scope providers not yet submitting to the MHSDS and supporting them through registration and onboarding, starting to make their monthly submissions, and guiding them through any DQ or validation queries they might have.

Primary Audience

All providers of data to NHS Digital managed data collections.

How are we supporting these providers? (Oct 2022)

● We are facilitating an ongoing monthly provider user group as well as providing content and presenters for national webinars
● Our regional Data Liaison Managers are engaging with existing submitters to discuss a range of data quality issues:
   • Reviewing disparities between MHSDS and both OAPS and CYPEDReviewing disparities between MHSDS and both OAPS and CYPED
   • Data items related to policy areas: Mental Health Act, Restrictive Interventions, Dementia, and Equalities/ Protected Characteristics, CYP Access, and Mental Health Support Teams in Schools
   • Supporting non-submitters to resolve issues allowing them to submit on a monthly basis
   • Engaging with providers (NHS Trusts and Large Providers in the first instance) to socialise the use of the Primary Submission Window Model (PSWM).
● As well as emails and face-to-face meetings, our team are making use of surveys and other tools to make the best use of providers time and ensure our engagement gives them appropriate, targeted support
● We will be supporting in-scope providers to onboard to the MHSDS through regional (DL teams) and national engagement (webinars/ drop-ins/ user group)

Action needed

For information

Contact details for further queries:
Ian Binns – Head of Data Liaison / Ryan Davies – Senior Data Liaison Manager (MHSDS Support Lead)

Data Liaison Service – Community Services Dataset (CSDS)

Service Summary

Data Liaison Service have been commissioned to:

● Supporting new providers to onboard to the CSDS whilst assisting existing submitters with their data quality.

● Support weight management service providers in making the transition from the OHID Minimum Dataset to the Community Services Dataset, guiding them through registration, onboarding, initial submissions, and managing data quality.

Primary Audience

All providers of data to NHS Digital managed data collections.

How are we supporting these providers? (Oct 2022)

Some of the activities undertaken and in progress :
● We are supporting new and existing submitters to prepare for the rollout of CSDS v1.6 from Jan 2023
● We are facilitating several webinars and two series of drop-in sessions to make MSK, UCR, and weight management service providers aware of the requirements and the next steps they need to take to begin submitting to CSDS
● With UCR onboarding now at 97%, we are now working to onboard MSK and large contract providers as part of the next phases of general CSDS onboarding
● Our team are also engaging with existing submitters to discuss data quality issues across all providers but with a specific focus to help those submitting UCR and MSK data
● As well as emails and face-to-face meetings, our team are making use of surveys and other tools to make the best use of providers time and ensure our engagement gives them appropriate, targeted support

Action needed

For information

Contact details for further queries:
Ian Binns – Head of Data Liaison / Ryan Davies – Senior Data Liaison Manager (CSDS Support Lead)

User research to improve secondary care publications

Project summary

The Data Services Directorate at NHS Digital are currently carrying out user research to understand how people use our publicly available secondary care publications and data releases. The aim is to improve the publications, and provide insights to our analysts so they can make informed decisions about how they work.

Primary audience

We're looking for people who use our publications to take part in a remote digital session for one hour. This will involve asking questions about how you use the publications, and how they fit into your work.

Latest update (August 2022)

We have started user research with internal NHS Digital staff and users working on secondary care publications and data releases.

We are now ready for the next stage of user research, which will involve interviews with people external to NHS Digital who access these publications and data releases.

Action needed

If you use or have used NHS Digital publicly available secondary care publications and data releases and would like to know more or participate in the user research, please contact: sarah.darley2@nhs.net

Contact details for further queries: Sarah Darley, Associate User Researcher: sarah.darley2@nhs.net

Further information: One example of the many secondary care publications we distribute is the Monthly Hospital Episode Statistics

User research to improve how health and care providers submit data to NHS Digital

Project summary

The Data Services Directorate at NHS Digital are currently carrying out user research to understand how to enable data providers to share high-quality data more efficiently with minimal burden. This work aims to: consolidate data ingestion platforms; improve overall performance; improve user experience; reduce the need for transformation of data; maintain and improve self-service tools.

Primary audience

We are looking for people that submit data to NHS Digital, or who are responsible for how submissions are provided, to take part in a remote digital session for one hour. We want to ask questions on how you submit data and improve data quality, and test our ideas on how things could change.

Latest update (August 2022)

We have spoken to multiple individuals to build our understanding of the current submission experience, burden and normal workflows of data providers and how they submit data.

We are now ready for the next stage of user research, which will involve asking people to interact with our prototypes to gain insights that will feed into our decision-making process. We will also engage with collection owners about how they set up and run data collections.

Action needed

If you are responsible for the submission of data to NHS Digital and would like to take part in one of our sessions, please contact Richard Lubomski. We are currently booking one-to-one 1 hour, remote sessions in September and October.

Contact details for further queries: Richard Lubomski, service designer: richard.lubomski1@nhs.net

Live Services information

- Service Management key information (including contact and escalation processes)

NHS Digital Customer Service Function (CSF)

The CSF components are based on four core functions

Service Operations Centre (SOC)

SOC is responsible for delivering the National Service Desk (NSD), Exeter Helpdesk (EHD) and the Information Standards Helpdesk. This is a 24 x 7 function. The primary toolset is ServiceNow.

NHS.UK Service Desk

The NHS.UK Service Desk supports NHS.UK website service. The primary toolset is ServiceNow.

Contact Centre

The CSF Contact Centre delivers support channels for general enquiries, Data Access Requests (DARs), Parliamentary Questions (PQs) and Freedom of Information (FOI) requests. The primary toolset is CRM (MS Dynamics).

Complaints function

Complaints Function manages customer complaints across all services. The primary toolset is CRM (MS Dynamics).
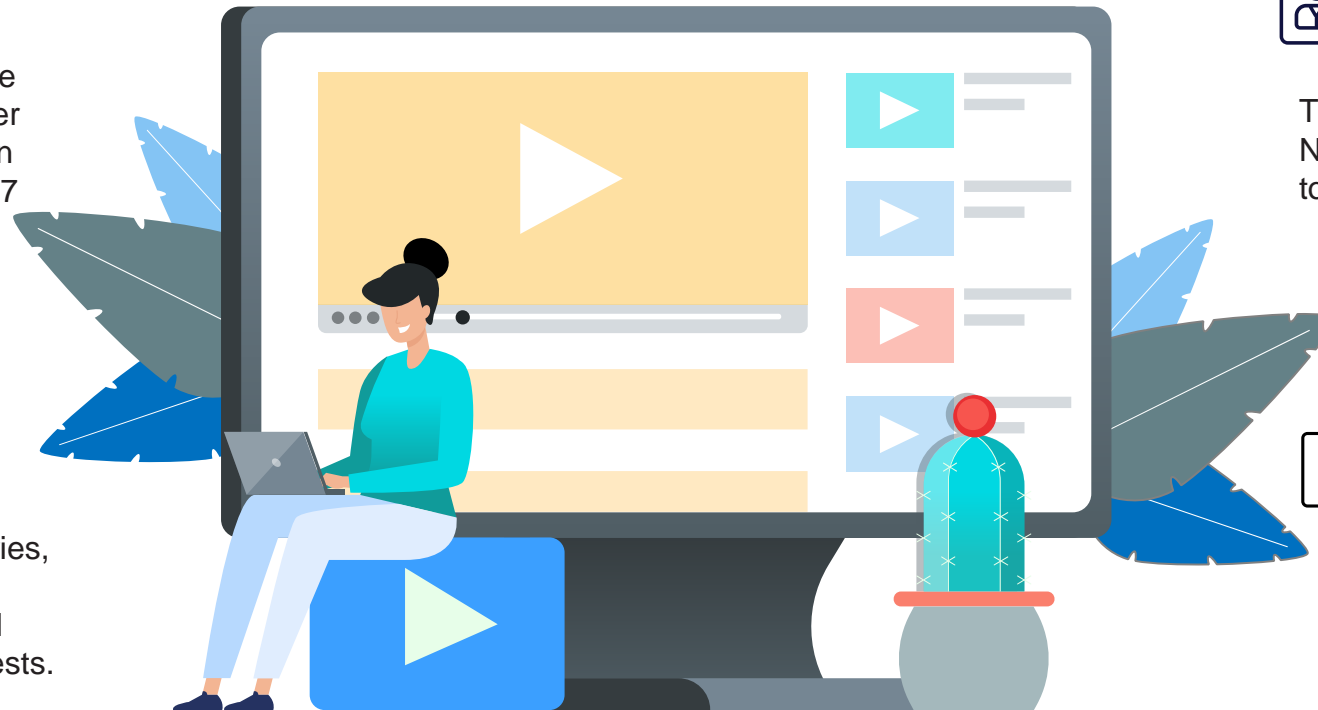
CSF Components Description – Service Operations Centre
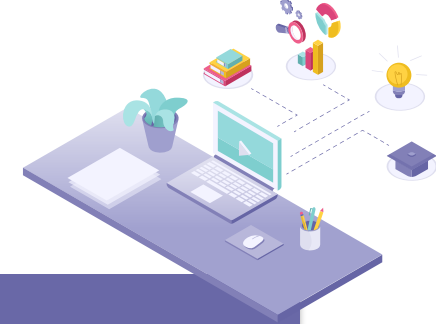
National Service Desk

📞 0300 303 5035

✉ ssd.nationalservicedesk@nhs.net

🖥 https://www.support.digitalservices.nhs.uk/csm

Exeter Helpdesk

📞 0300 303 4034

✉ exeter.helpdesk@nhs.net

🖥 https://www.support.digitalservices.nhs.uk/csm

Information Standards

📞 0300 303 4777

✉ information.standards@nhs.net

🖥 https://www.support.digitalservices.nhs.uk/csm

support.digitalservices@nhs.net

This the new email address that we will contact you from across all helpdesks

The NHS Digital National Service Desk (NSD) supports NHS Digital's national services that are used across the health and social care system. Customers vary from users of the system, local IT Desks, external suppliers and internal users. The NSD manages incidents and service requests and is the customer's single point of contact. Tickets / issues that cannot be resolved by the service desk will be assigned to internal and external resolver groups. Key Services include: National Back Office (NBO), Care Identity Service (CIS) , SPINE Core, Electronic Referral Service (ERS) and CareCERT (for NHS organisations who are experiencing a Cyber-attack).

The Exeter Helpdesk supports the National Health Application and Infrastructure Services (NHAIS) and also a suite of NHS Digital services that primarily focus on preventative health screening and organisation data systems. The helpdesk also acts as a first line for the Data Security Centre. Tickets / issues that cannot be resolved by the service desk will be passed to resolver groups and manage them through to resolution. Key services include: Organisation Data Services (ODS), Open Exeter (OE), Data Security Protection Toolkit (DSPT), Bowel Screening and Secure Boundary.

The NHS Digital Information Standards Helpdesk provides first line support for clinical coding and information standards services. Tickets / issues that cannot be resolved by the service desk will be passed to resolver groups and manage them through to resolution. Key services include: IS Classification, IS TCDS Training and Audit, IS Helpdesk, IS SNOMED and IS Information Standards

CSF Components Description – Contact Centre, NHS.UK and Complaints Function
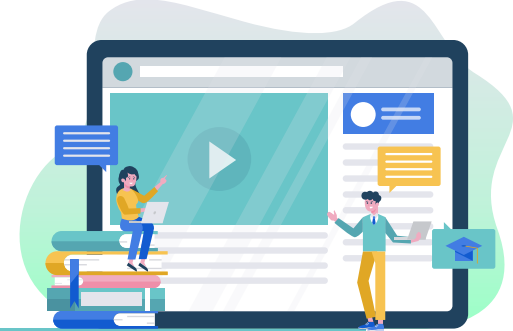
NHS Digital Contact Centre

📞 0300 303 5678

✉ enquiries@nhsdigital.nhs.uk

NHS Digital's Contact Centre is the front door for all non-incident specific enquiries pertaining to NHS Digital's services within the health and social care system. The team also supports the collection of the strategic health and social care data. Stakeholders include members of the public, MPs, DHSC, academic institutions and health and social care system providers. The Contact Centre also provides an outbound events and mailing capability to support NHS Digital campaigns. Key services also include Data Access Requests, Parliamentary Questions and Freedom of Information requests.

NHS.UK

📞 0300 303 5444

✉ nhswebsite.servicedesk@nhs.net

🖥 NHS.UK 'Contact Us' Form

NHS.UK is a citizen facing enquiries desk. Its main operational function is to provide support for enquiries that relate to content contained on the NHS.UK website, Tickets / issues that cannot be resolved by the service desk will be passed to resolver groups and manage them through to resolution.

Complaints Function

(Please click on the link below for contact information)

🖥 Feedback and complaints - NHS Digital

The complaints function manages complaints from the point of them being logged through to resolution. Complaints are responded to and where needed assigned into business teams across NHS Digital.

Service Bridge: High Severity Incident Management

NHS Digital Service Bridge

The NHS Digital Incident Support Model provides a 24x7 capability to identify and restore disruption caused by high severity service incidents, enabling the system to continue delivering patient care effectively. This capability is provided by our Service Bridge.

Raising a High Severity Incident

High Severity Incidents can be raised through our Service Bridge Function (24x7x365) by calling **0300 303 5035**
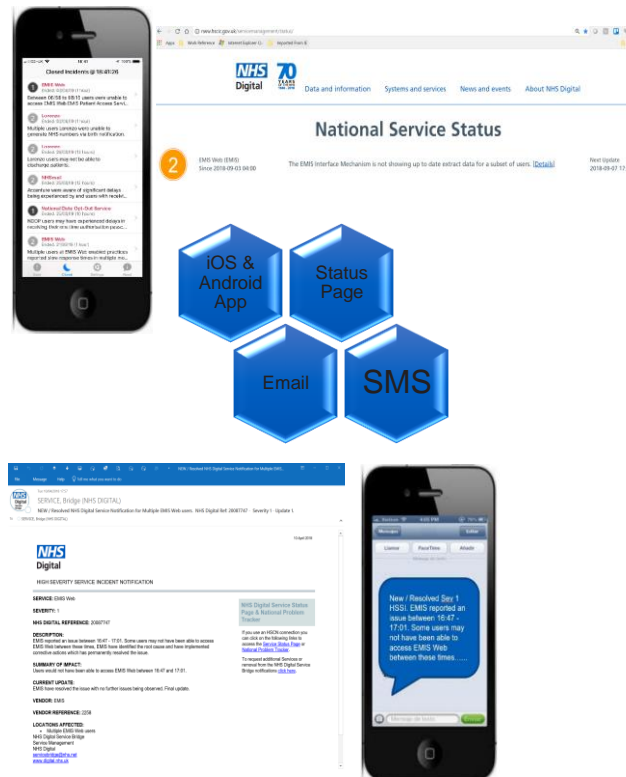
National Service Status

The National Service Status Page provides information about live HSSIs.

URL NHS Digital National Service Status (hscic.gov.uk)

High Severity Service Incident Notifications

You can control and manage your subscriptions to the High Severity Incident Notifications here

URL Comms Subscriptions

You can download the iOS and Android Service Status App here

ServiceNow: new service management system

Programme Summary

All our NHS Digital helpdesks are migrating onto a new platform – **ServiceNow. ServiceNow will radically improve the way we (NHS Digital) manage and support the hundreds of services** we provide the NHS and its many Health and Social care providers, and suppliers. ServiceNow brings everything under one roof, enabling systems to collaborate intelligently, and resulting in a more aligned and cohesive user experience.

Primary Audience

All users of NHS Digital Helpdesks (National Service Desk, Information Standards and Exeter), internal NHS Digital teams who manage or support services that are managed via these helpdesks.

Contact details for further queries: ServiceNow Implementation

Customerservicefunction@nhs.net

Further information: You can watch a demonstration of how to use the portal here:

ServiceNow self-serve portal demo recording

Latest update (June 2022)

We're pleased to confirm we have now moved all our NHS Digital Helpdesks to ServiceNow, as of 20 May.

We've also launched our new front-end portal making it easier for you to raise and review new tickets

Action needed

- **If you raise tickets via email or phone, we encourage you to use the portal, as it is our preferred channel for interacting with NHS Digital. It is a quicker and easier way of raising and managing your tickets going forward.**
- Use this link self-serve portal - https://www.support.digitalservices.nhs.uk/csm to register for the new portal.
- Updates from ServiceNow will come from support.digitalservices@nhs.net Please save this new email address to prevent them dropping into your junk folders

IT Operations and Service Management Community

Item summary

Kettering General Hospital Foundation Trust and NHS Digital launched the IT Operations and Service Management Community in June 2022. The community is hosted on MS Teams, with bi-monthly virtual meetings. It's a place to come together to share expertise and ideas, support one another and collaborate to drive improvements and efficiencies, and create a network across the NHS.

Primary audience

Those responsible for running technology every day in an IT operations and service management roles within the NHS.

Latest update (October 2022)

The last bi-monthly meeting took place on Wednesday 7 September where the community discussed incident business continuity processes within IT operations and service management teams, as well as project sharing and alignment. We're always looking for agenda item suggestions, so if you or your team has something they'd like to discuss, please share it in the discussion forum within the IT Operations and Service Management Community MS Teams space.

Action needed

To join the community, complete the registration form here.

Contact details for further queries: if you have a question about the community please contact the Service Management Office at: smo@nhs.net

Further information: IT Operations and Service Management Community - NHS Digital

System CIO and Levelling Up

- Frontline Digitisation

- Blueprinting

- Tech Funding & Planning

- ICS Strategy 'Who does what'

- DCSM Bill on Information Standards for Health & Social Care

- DDAT Graduate Scheme

Frontline Digitisation

Programme Summary
The Frontline Digitisation programme is supporting trusts to reach a core level of digitisation, as set out in our minimum digital foundations.

Primary Audience
NHS acute, ambulance, community, and mental health trusts.

Latest Update (September 2022)
- Schemes to be funded by the programme, and associated budgets, are being finalised with regions. We now need to work with trusts to put in place investment agreements for schemes that need funding this year.
- Our EPR support hub and community of practice continue to develop and grow.
- Our minimum digital foundations have been extended to incorporate community and mental health requirements.
- Stage reviews are being conducted with trusts, starting with readiness reviews for trusts without an EPR.

Action Needed
Trusts are asked to develop plans to reach a core level of digitisation, aligned with their ICS digital transformation strategy.

Contact details for further queries: frontline.digitisation@nhs.net or via your Frontline Digitisation Engagement Lead

Further information: Join the EPR Community of Practice here and our next Engagement Session on 20 October

Blueprinting Programme

Programme Summary

- Blueprinting (BP) aligns to the 2022/2023 priorities and operations planning guidance, setting out plans to "rapidly and consistently adopt new models of care that exploit the full potential of digital technologies". This aims to ensure health and care systems have a core level of digitalisation by March 2025 in line with the NHS long term plan

- Blueprints provide an organisation's step-by-stepjourney in implementing a particular system or product. With approaching 200 published Blueprints, including many one-page summaries, or Blueprints on a page, they cover many of the modules found in an EPR (order comms, ePMA, eObservations, etc.), other products and Apps plus 'process' Blueprints, i.e. how an organisation went about managing clinical safety, benefits, clinical engagement, etc.)

Primary Audience

Blueprints and Blueprints on a page are available on the Blueprinting platform on FutureNHS (registration required)

- **Blueprints on a page:** Executive directors, CIOs, CCIOs, clinical leaders from all professions, IT and project management teams

- **Blueprints**: Full Blueprints would appeal more to IT personnel, project managers and project teams implementing a digital solution. In addition, the circa 3,000 artefacts may be beneficial to either adopt or adapt for an organisation's own programme of work

Latest update (October 2022)

- Blueprint of the Month launched in September with Imperial's 'Shared EPR across two Trusts'. October's BPOTM also announced – Gateshead Health's 'Remote Monitoring to Support Smoking Cessation' to support Stoptober

- Working with other national programmes to embed blueprinting in 2022/23 funding in MOUs and LOAs

- Continue to work with existing National programmes - Unified Technology Funds, GDEs & Fast Followers and Digital Aspirants, regarding the development of their Blueprints

- Continue to support Frontline Digitisation in identifying levelling up EPR blueprints.

Action needed

- All organisations, when embarking on a new digital project or programme of work should peruse the Blueprinting library for any Blueprints, Blueprints on a page and/or artefacts that could be used to help the faster implementation of solutions, saving time and resources

- Organisations in receipt of significant central funds should liaise with their National programme leads as to expectations regarding developing new Blueprints to share and disseminate their own experiences of their digital journey to ensure learning is captured to the betterment of the wider NHS

- Blueprints also welcome from organisations not in receipt of central funding. Development of Blueprints on a page only also invited.

Contact details for further queries: england.blueprinting@nhs.net

Further information: FutureNHS

Tech Funding & Planning

Programme Summary

To provide information to ICS and Provider Teams about costed digital and data plans, future funding and support that will be available.

Information will be released iteratively as it becomes available

Primary Audience

ICS Digital leaders, CIO's/ CNIO's/CTO's/CCIO's/CISO's/ CDIO's/CSO's and CFO's

Latest update (October 2022)

The initial £75k funding has now been made available for ICB's. Please ensure forms are returned by the 14th of November for December funding
Digital Investment Plans Tech Funding Planning Pack
•Further £75k revenue funding for 2022-23 will be made available to ICB's as soon as possible
-Further information will be provided in relation to financial plans and narrative guidance prior to the long term planning activities

Action needed

ICS to view guidance and raise any questions and issues that can feed into FAQ's and later iterations of the planning pack

Contact details for further queries: Email: england.icsdigital@nhs.net

Further information: FUTURES LINK - Digital Investment Plans Tech Funding Planning Pack

Who Does What (WDW) Business Capability Models

Programme Summary

To share information about the WDW programme with ICS and Provider Teams for feedback and engagement in order to inform the outputs from the programme.

Feedback is requested on the draft Business Capability Model

Primary Audience

ICS Digital leaders, CIO's/ CNIO's/CTO's/CCIO's/CISO's/ CDIO's/CSO's

Latest update (September 2022)

The Business Capability Model was discussed at a recent show and tell. Feedback has been requested from ICS teams on the proposed level 1 and 2 headings before circulation of more detailed content.
Please share with team members responsible for business capabilities and service modelling

Action needed

ICS to view the documentation and to provide feedback and raise any questions and issues that can feed into FAQ's and later iterations of the planning pack.

Contact details for further queries: Email: who.doeswhat@nhs.net

Further information: FUTURES LINKS - WhoDoesWhatICSNHSFuturesVersion0.5 - ICS Digital and Data - FutureNHS Collaboration Platform
Who Does What - ICS Digital and Data - FutureNHS Collaboration Platform

DDAT Graduate Scheme

Programme Summary

The NHSE Digital Workforce has commissioned the Health Innovation Network to run a Graduate Scheme for developing a pipeline of future DDaT (Digital, Data and Technology) leaders and professionals. The scheme has been designed for high potential graduates interested in a fast-track career in DDaT space and to build long term capability and capacity in the NHS.

Primary Audience

ICS and Trusts

Latest update (September 2022)

- Graduates are recruited in band 5 or 6, two years fixed term contract. Graduate development and support for the entire duration of the programme – technical and soft skills training, mentoring and pastoral support
- Opportunity for Trusts to place Graduates on Digital Transformation including EPR implementation projects with focus on building long term DDaT capability. Graduates can work along with the Trust's Digital teams in various roles - business analysts, software engineers, assurance, cyber security.

Action needed

For more information on the DDaT Graduate scheme, please contact or visit the website (details below).

Contact details for further queries: Lianne Onslow, Health Innovation Network, EHR / EPR Engagement Lead, lianne.onslow1@nhs.net,
Gagan Mehta, Assistant Director of Programme, Digital Workforce Capacity & Capability – g.mehta1@nhs.net

Further information: Graduates into Health

DCMS Bill on Information Standards for Health and Adult Social Care

Transformation Directorate, NHS England

Overview

18 July, the Transformation Directorate introduced changes to Information Standards within the **DCMS Data Protections and Digital Information (DP&DI) Bill** (in Part 4 of the Bill)

The new changes are designed to make everyone involved in the processing of health and care information accountable for meeting basic information standards.

The intended outcomes are improved clinical outcomes for patients, improved clinical decision making enabled by access to accurate and complete information, better procurement and commissioning by health and care providers, and a more dynamic and responsive health and care IT market.

(Why) Changes to Information Standards

the issues

Service users and care team cannot easily access or share, in real time, all the health and/or social care information that is relevant to patient care.

Lack of uniform from IT suppliers in providing products and services based on shared principles that incorporate or enable interoperability. This causes problems for NHS and care organisations such as the need to pay - and often wait - for information held in third party systems to be released in order to access and make best use of the data.

Current Information Standards in law apply to private providers. But they do not apply to IT suppliers who provide products and services encompassing the core record for day-to-day clinical tasks

There are no existing powers that can help drive IT suppliers to adopt the information standards that the NHS and Adult Social Care organisations as well as private providers are already obligated to meet.

the requirements

The 2022 Health and Care Act seeks to establish a legislative framework that supports collaboration and partnership-working to integrate services for patients across NHS organisations, local authorities, VCSE organisations and communities themselves.

As Integrated Care Systems come together, there is a clear need for more effective information sharing between care settings, organisations and geographies, as well as between professionals and citizens.

Joined-up data is a requirement for joined-up services and timely access to accurate information is essential for safe, seamless patient care; as well as to improve population health and deliver new models of care. However, information sharing is reliant on the ability of IT systems across health and care to be interoperable.

(How) Intended Changes

Information Standards ensure that data can easily be shared in real time between organisations that use different systems. They include obligations such as the use of standard coding (use of FHIR); the use of open applicati programming interface

The primary powers within the Bill would enable the Government to enforce this on behalf of the NHS and adult social care system through a system of compliance notices, public censure and financial penalties, along with a power to establish and operate

NHS

- Existing, new and upcoming legislation

Health and Social Care Act 2012

Allows for the publication of information standards relating to the processing of information on (public) providers of health and adult social care.

Providers must 'have regard' to the information standards.

Health and Care Act 2022 (Clause 95)

Allows for the publication of mandatory information standards relating to the processing of information and extends the provisions to private providers of health and adult social care. It requires organisations to 'comply' with standards, rather than, as previously, simply to have regard to them.

This is to help ensure that information flows through the system in a standardised way so that it is easily accessible, in a meaningful format, to recipients and users, as well as helping to ensure the security of that information when processed

DCMS Data Protection and Digital Information Reform Bill (Information Standards)

Will allow for the publication of mandatory information standards under section 250 of the Health and Social Care Act 2012 in relation to the processing of information to include standards relating to IT or IT services. It also extends the extends the provisions to include providers of IT products and services to the health and adult social care sector in England.

The aim is to improve the free flow of individuals' health and care information and to bring individuals closer to their health and care data.

NHS

- Existing, new and upcoming legislation

Health and Social Care Act 2012

No enforcement clauses. Existing accountability mechanisms and judicial review could be used as only public bodies were in scope.

Health and Care Act 2022 (Clause 100)

Introduced powers to impose a financial penalty to those private providers who fail to comply with an information standard.

An enforcement mechanism is required because private organisations are not subject to usual accountability mechanisms and judicial review in the same way as public bodies.

DCMS Data Protection and Digital Information Reform Bill (Information Standards)

Will introduce powers to issue IT suppliers whose products and services do not comply with the relevant information standards with a notice requesting compliance or a financial penalty.

An enforcement mechanism is required because there is no legal basis upon which to issue a compliance notice or a fine to IT suppliers who do not comply with information standards.

(How) Monitoring Process

IT providers (alongside other bodies specified by the legislation e.g. health and adult social care providers) must comply with relevant information standards

If the Secretary of State has reasonable grounds to suspect that a relevant IT provider is not complying with an information standard which applies to the provider, the Secretary of State may give the provider a written notice.

If the Secretary of State has reasonable grounds to suspect that a relevant IT provider is not complying with an information standard which applies to the provider, the Secretary of State may publish a statement to that effect.

Must do [HASCA 2022 s.250]

Public censure [s.251ZC]

Compliance notices [s.251ZB]

Penalties [HASCA 2022 s.277E]

Accreditation [s.277]

A financial penalty can be imposed on IT suppliers for failure to comply with the information standards.

Power for the establishment and operation of a scheme for the accreditation of the products or services marketed or supplied to health and adult social care organisations.

98
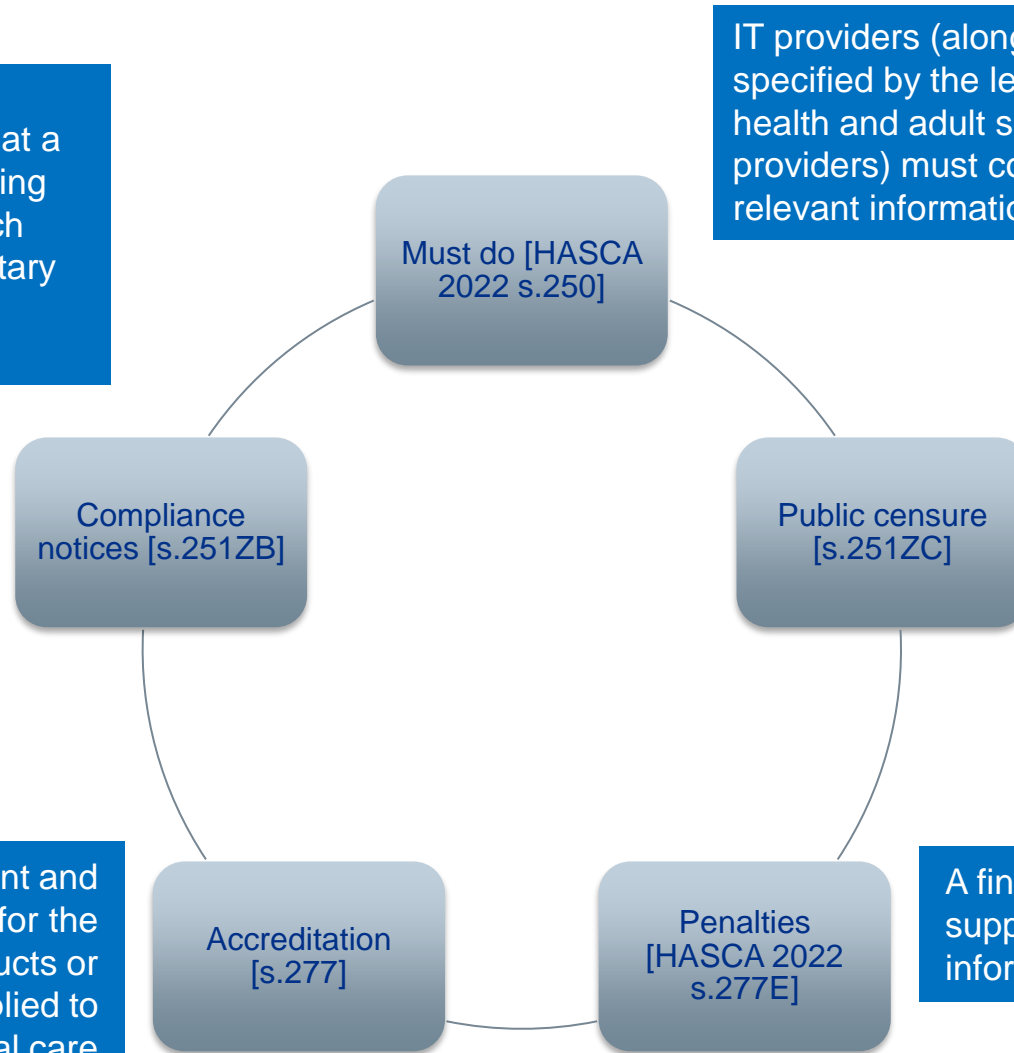
(When) High level timeline

NHS

| 1 | 2 | 3 | 4 | 5 | 6 | 7 |

April 2022
Primary Impact Assessment Submission

July 2022
Bill presented to House of Commons

October 2022
Bill presented to House of Lords

Dec 2022
Report Stage

Jan 2023
Amendments

March 2023
Royal Assent Full Impact Assessment

March 2024
Guideline and Secondary Powers

The Asks

NHS

① Gathering evidence on Interoperability's blockers, issues and challenges:

We welcome your use cases and please send it to england.futurevision@nhs.net especially on interoperability, integration, data architecture issues and blockers in patient pathways that involve several care settings. Please do not write a new use case but send us your existing work. There is no form or template to complete.

② For any immediate queries about the bill please contact england.futurevision@nhs.net

Information and updates related to the DCMS Bill will be distributed and updated in subsequent engagements.

Contact & Feedback

Get in touch

Contact your Principal Regional Manager or send your query to pirm.office@nhs.net

Give us your feedback

If you have feedback about this Engagement Pack please provide it [here](#)