CCG REPORT COVER SHEET

Meeting Title:	**PRIMARY CARE COMMISSIONING COMMITTEE**	**Date: 15 JUNE 2021**
Report Title:	**Primary Care IT & Digital Transformation Programme**	**Agenda Item: 2.5**
Chief Officer:	Jessica Bawden – Director of Primary Care	
Clinical Lead:		
Report Author:	**Alys Turner Senior Primary Care IT Manager**	
Document Status:		
Report Summary:	The purpose of this paper is to update the Committee on the various programmes of work that the Primary Care IT team are currently involved in and describes the progress against National and Local primary care IT and Digital Transformation workstreams	

Report Purpose:	**For Assurance**	x	**For Decision**		**For Approval**		**For Recommendation**	

Recommendation:	The Committee is asked to **note** the contents of this Report

Link to Corporate Objectives: 2020/22	**Ensure everyone has the opportunity to improve their health and well-being**	
	Level-up health and care provision to ensure our communities in areas of high deprivation and need get the resources needed to minimise inequalities	
	Focus time and resources on areas where people receive most of their health and care services, the community	
	Facilitate organisations to join forces at 'place' and offer 'patient first' well-co-ordinated efficient services to those who need them.	x
	Deliver our statutory financial commitments as best as possible	

CAF (Strategic Risk) Reference	**Description of Risk**	**Current Risk Score**
CAF07	There is a risk that the business models for delivering primary care services become unsustainable impacting on access to primary care services.	9
CAF12	There is a risk of serious impact to patients as a result of a failure in quality, safety and patient experience in the services that the CCG commissions as a result of the covid pandemic and recovery requirements	20

Impact Assessments	**Equality**	n/a
	Health Inequalities	n/a
	Health Impact	n/a
	Data Privacy	n/a
	Sustainability	n/a
	Quality	n/a

Financial Impact	*N/A*
Chief Officer/ SRO Sign Off:	Jessica Bawden Director of Primary Care
Chief Finance Officer Sign Off: (if required)	N/A
Legal implications	N/A
Conflicts of Interest	None Noted
Report history:	**Quarterly update reports to the Committee**
Next steps	N/A

MEETING: PRIMARY CARE COMMISSIONING COMMITTEE

AGENDA ITEM: 2.5

DATE: 15 JUNE 2021

TITLE: PRIMARY CARE INFORMATION TECHNOLOGY (IT) AND DIGITAL
                   TRANSFORMATION PROGRAMME UPDATE

FROM: ALYS TURNER
                   SENIOR PRIMARY CARE IT MANAGER

1   ISSUE

The purpose of this paper is to update the Committee on the various programmes of
work that the Primary Care Information Technology (IT) team are currently involved
in and describes the progress against National and Local primary care IT and Digital
Transformation workstreams.

2   KEY POINTS

The report covers Primary Care IT support in response to Covid, including the mass
vaccination programme and progress against the National GP Forward View
IT/Digital Transformational programmes of work that enables primary care and the
CCG to deliver against the requirements within the Long Term Plan.

3.   PRIMARY CARE IT SUPPORT

3.1   Covid Vaccination Programme

3.1.1   Support for Practices and PCNs to deliver the Covid vaccination programme has
        been the key focus and the Primary Care IT Team have all been working heavily on
        this programme since December 2020. Some key points to note are:

- The rapid deployment and support of accuBook to manage patient bookings as
  effectivity as possible, via SMS and online booking links.
- Provision of reports to enable patient cohorts to be invited, and to identify gaps for
  those who have not taken up the vaccine offer.
- Supporting data flow queries/issues.
- Deploying an additional SystmOne solution to assist with the management of
  Housebound vaccinations to support CPFT.
- Provision of regular webinars to support Primary Care with the vaccination
  programme. These have been really positively received and engagement has been
  high.
- As some PCNs are exiting the programme, support is also focused on the IT
  decommissioning of the sites, but with a view to ensure they can be stood back up
  for Phase 3 of the programme should the need arise.

- Due to the scale of the support for the vaccination programme, other areas of Primary Care IT work have been placed on hold, due to capacity within the team, but also the capacity within Primary Care for additional changes schemes.

3.2 New/Developing Primary Care IT/Digital Programmes of work

3.2.1 **GP Online Consultations and Video Consultations** is a key area that will be re-focused on during the coming months. During the start of the pandemic, a significant number of practices were live with an online consultation system, and the remainder had a solution rapidly deployed. Despite business change support during the early months of Covid the uptake has been variable both by practices and patients, and between systems. Utilisation remains very low in many cases. Video consultations utilisation has dropped since the start of Covid.

3.2.2 The Digital First Online Consultation and Video Consultation Framework (DFOCVC) was launched during May 2021 (delayed from January 2021), and this is the national route for procuring these systems. All suppliers and systems have been through multiple assurance processes to be included on the Framework.

3.2.3 A proposal is currently being worked up to enable to the following principles for future provision of Online and Video Consultation systems
   - Procurement from the DFOCVC Framework, working with the National Procurement Hub support on the Framework procurement options
   - Provision of a nominal allocation to Practices for these systems
   - Increased choice of system options
   - Flexibility to make a change of system more frequently if required
   - Managed and safe transition between systems
   - Increased implementation and business change support to ensure system selection/procurement and implementation results in optimal utilisation of the systems, through additional support resource as part of the Digital First Primary Care Programme

3.2.4 Due to the contract end date for Doctorlink, a short-term extension has been put in place to ensure continuity whilst re-procurement takes place.

3.2.5 **accuRx video consultations, SMS Plus and Florey** functionality continues to be available to our GP Practices due to national contract linked arrangements and bridging agreements we were able to put in place at the end of March. The requirement is for re-procurement within 6 months.

3.2.6 **Ardens Pro** package has been purchased for all our GP Practices for 21/22. This enables standardised data recording in SystmOne and EMIS web. Most practices are now Live with the Pro products, and workstreams are commencing with regard to support for medicines optimisation schemes, and referrals. Update webinars on the latest QoF tools/changes will be run shortly for practices.

3.2.7 **Lloyd George Record Digitalisation Programme –** This scheme aims to digitise all GP paper records. However, the programme has been placed on hold by the national team for a number of months, so we are currently unable to progress this. Where practices have needed to free up space as part of building works or for covid safe working, we have arranged for notes storage with Scan on Demand if any notes are required urgently for a Subject Access Request or Insurance Report.

3.2.8 **GP Appointment Data –** Practices are required to map appointments types within their systems to enable the nationally extracted appointment data to be more reflective of the actual activity. This is part of the PCN DES requirements, with a deadline of 30th June to complete. Support is being provided to practices for this mapping exercise.

3.2.9   **Digital First Primary Care Programme –** During 2020/21 we were awarded funding for this programme, but due to the vaccination this programme support, some of this programme delivery had to be delayed. Work is recommencing on this programme, and the funding provided is primarily to provision resource to support Primary Care with optimisation and utilisation of system, focusing heavily on Online and Video Consultations.

3.2.10   **N365** – This is the NHS version of Office 365. The programme to cleanse NHS mail accounts and roll out these licenses is now underway. Benefits practice will see include larger mailbox capacity, and secure cloud storage to facilitate collaborative working, which has already been realised as a benefit to PCN ways of working.

3.2.11   The local **Shared Care Record** work is also underway. Working alongside the STP Digital Enabling Group we will be supporting primary care with this implementation. Primary Care will be both consumers of the Shared Care Record (e.g. have visibility of hospital data about a patient) as well as a data provider (e.g. data from a GP record will be visible to secondary care when the patient's shared care record needs to be accessed to support their care)

3.2.12   There is a national requirement for the **CCG-Practice Agreements for GP IT Services** to be refreshed now that GP IT Futures is in place. These agreements set out the provision of GP IT services and include details of the responsibilities of practices and also the CCG. Work is underway to enable these all to be signed by the end of August, via the use of DocuSign.

3.2.13   **Webinars –** due to the success of the format of the lunchtime Covid Vaccination webinars, the team is now providing Digital/IT/Updates on multiple topics over the coming months. The topics run to date have been well supported and the webinar programme will flex as requirements arise.

3.2.14   **Health and Social Care Network (HSCN) Stability** – Primary Care has experienced multiple outages/slow downs in the last few months**.** Investigative work continues on the root causes, and work is underway to upgrade the infrastructure during June 2021 to stabilise the service, as each incident has had a significant impact on Primary Care.

4.   RECOMMEDATION

4.1   The Committee is asked to **note** the contents of this report

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11 June 2021