

CCG REPORT COVER SHEET

Meeting Title:	PRIMARY CARE COMMISSIONING COMMITTEE - PUBLIC	Date: 14 SEPTEMBER 2021
Report Title:	Primary Care Information Technology (IT) and 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	For Decision
	x	
		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	x
	Level-up health and care provision to ensure our communities in areas of high deprivation and need get the resources needed to minimise inequalities	x
	Focus time and resources on areas where people receive most of their health and care services, the community	x
	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	x
CAF (Strategic Risk) Reference	Description of Risk	Current Risk Score
CAF09	There is a risk that the CCG fails effectively mitigate the impact of a cyber-attack upon the CCG where the likelihood of such an attack is increasing	15
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: 14 SEPTEMBER 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 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.

2 KEY POINTS

The report covers Primary Care IT workstreams and support to practices and provides updates about a number of IT/Digital Transformational programmes of work.

3. Workstream updates

3.1 Ongoing key areas of Primary Care IT Support

3.1.1 Covid Vaccination Programme

Daily support to the Covid Vaccination programme continues to be provided to support ongoing changes, data reporting, inequalities data, patient Covid Pass queries and data issues, webinars, and readiness for the Phase 3 Booster Programme.

3.1.2 Seasonal Flu Vaccination Programme

To support the flu programme for this year, webinars have been run to enable primary care to explore the use of different online flu appointment booking options, as well as barcode scanning to support increased efficiency within the clinics. Should co-administration of flu vaccines with Covid vaccine boosters take place, systems are developed to manage this and support Primary Care in their delivery. The Primary Care IT Team are also commencing weekly flu data reporting starting in mid-September to support the programme.

3.1.3 Remote Working

Remote working within Practices and PCNs continues to be an increasing requirement for multiple reasons (self-isolation, to maintain Covid safe working, lack of premises space, changes to new models of working, etc.). Provision of IT

equipment to enable this is ongoing (although component shortages have impacted supplies of multiple items). The future impact of this increased remote working provision will need to be factored into replacement and refresh plans and costings.

3.1.4 **IT Equipment and Support**

2021/22 has seen a change in requirement on CCGs to provision IT equipment and support to PCNs, but from existing funding. Due to the funding, we secured for multiple schemes towards the end of 2020/21 this is not currently causing a cost pressure, but in future years may do so as PCN staffing levels increase.

3.1.5 **Primary Care Webinars**

The Primary Care IT Team continue to host Primary Care webinars to support the vaccination Programme and are always well attended. Further hosted webinar sessions are planned covering other topics as well as IT/Digital updates, led by other teams and are a good opportunity to engage with Primary Care.

3.1.6 **Investment in IT**

A capital funded Programme is currently taking place and on track to complete by December 2021 to replace 1300 personal computers (PCs) across Primary Care to provide newer and faster PCs. GP IT Capital funding for 2021/22 (£800k) is being applied for at present.

3.1.7 **Specific Practice IT Support**

Specific practices where significant IT support has/is required:

- **Fulbourn Health Centre** – following the fire, and resulting refurb works, the Primary Care IT Team aim to have the IT functional to support re-opening at the start of October 2021. Additionally, the fire and water damaged paper medical records are being assessed by a specialist company.
- **Octagon practice splits** – the SystmOne work will be resource intensive when it can fully start; the SystmOne split dates are constrained by TPP's availability. Each split will result in downtime for Octagon as well as pre-work across Octagon for each split.
- **Yaxley's** extension is nearing completion, and once kitted out with IT will result a significant increase in their building space. The provision includes digital consulting spaces freeing up consultation rooms for face-to-face consultations.
- **St Mary's** building project is due to start this autumn, with the need to move to a temporary site, with full technical setup in a modular building for several months.

3.1.8 **General Practice Data for Planning and Research Scheme (GDPR)**

NHS Digital had planned to go live on 1 Sept 2021 with the General Practice Data for Planning and Research (GDPR) scheme. This has been put on hold whilst the scheme is revised, and further stakeholder engagement is undertaken. In June 2021, practices were experiencing a significant number of requests to register data opt outs and queries. As a result of some particularly complex patient queries and concerns, there is IG and IT support being provided to a couple practices where ongoing queries have resulted in significant work.

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

3.2.1 **The GP IT Futures Programme**

The above Programme which replaced GP Systems of Choice – (GPSoC) places a requirement on all CCGs to reprocur all GP Clinical Systems by March 2022, and the national team has started to plan this work with all areas and a pilot is taking place in another CCG. The PC IT Team will be approaching practices to check if any have a desire to change clinical systems in the coming months as part of the

procurement spoke. The ideal is to have a single clinical system across a CCG/ICS, so this is an opportunity to explore this option. The aim of the exercise is to keep it as resource lite as possible for Primary Care where there is no desire to change clinical system.

3.2.2 **Cervical Screening Management System**

The new Cervical Screening Management System is due to go live at the end of October 2021 – replacing the current Exeter/National Health Application and Infrastructure Services system. Technical enablement and smartcard changes are on track.

3.2.3 **iPlato**

iPlato is the text messaging system used by the regional cervical screening reminder service to increase screening uptake that went Live in July 2021. All C&P CCG practices are now enabled for this service, and all consented to have the messages added to patient records and the technical enablement is now complete for this to work.

As a result, iPlato is now being used by an increasing number of practices for bulk text messaging, with the benefits of coded replies being able to be added to records and providing a solution for EMIS practices who do not have bulk messaging capabilities within EMIS itself, unlike SystemOne.

Increasing uptake of the iPlato service with practices presents the opportunity to explore text messages being able to be sent centrally across the CCG/ICS where messages are about direct care.

3.2.4 **Primary Care Data Requests**

Since the start of the Covid pandemic there has been a significant increase in primary care data requests. For 12 months reports were being run 7 days a week as part of the Covid response and vaccination programme. The team has developed and supported the provision of anonymised aggregated data from central reporting from GP clinical systems for multiple programmes of work which cannot currently be obtained from other BI sources. With the introduction of Ardens the team has had the opportunity to be able to focus further on this aspect, which has had a positive impact.

3.2.5 **Digital Transformation**

As part of the move to the ICS, NHSx (the joint digital unit between NHS England and Improvement, and the Department of Health and Social Care) have published key documents - [What Good Looks Like, Who Pays for What, and the Unified Tech Fund](#) – to support digital transformation.

The next version of the GP IT Operating Model, which sets out the requirements for Primary Care IT/Digital services is due for publication in the coming months.

Oundle Surgery's move to the Northamptonshire Integrated Care System (ICS) will necessitate multiple IT setup and support changes; close work with the IT teams in their new ICS will be needed to achieve a smooth technical transition.

3.2.6 **HSCN (Health and Social Care Network)**

Exploration of a funding opportunity to upgrade some HSCN (Health and Social Care Network) connectivity is being explored to enable some improvements in speed/service.

The wider HSCN connectivity issues have now stabilised following upgrade work in June 2021 with our HSCN provider (Redcentric) to install new firewalls, and the

Primary Care IT Team have increased the CCGs bandwidth provision. Primary Care have not experienced the widespread outages since, that were hugely disruptive.

3.2.7 **GP Online Consultations and Video Consultations**

During September 2021 the Primary Care IT Team will be re-engaging with practices regarding the use of Online Consultations and video systems to plan for the re-procurement and provision of these via the Digital First Online Consultation and Video Consultation Framework (DFOVCV) as many more suppliers are now available.

3.2.8 **Ardens Pro**

All practices are now enabled to use Ardens. Work is being undertaken on the following areas at present to standardised data recording and care provision:

- Local Enhanced Services – our CCG specification requirements are being updated within Ardens
- Medication - Medicines Optimisation Team liaison to include our local requirements
- Clinical Support Tool – developing a melded version of our current SystmOne referral “one stop shop” tool into an Ardens version and getting all up-to-date referral documents into Ardens. The aim is to launch this for our practices in October 2021
- Plans to progress with the removal of CCG provided clinical system templates

3.2.9 **Lloyd George Record Digitalisation Programme**

This scheme aims to digitise all GP paper records but has been on hold nationally since December 2020. The CCG is now able to proceed with procurement for EMIS practices only at this stage; further updates are awaited from the Procurement Hub and NHS England with regard to SystmOne practice digitalisation. The Procurement Hub will provide the timetable of when we can procure and progress this scheme. The PC IT Team will be re-engaging Primary Care during September 2021 about this scheme so they can establish prioritisation with regard to premises space. Where practices have needed to urgently free up space as part of building works or for Covid safe working, the Primary Care IT Team have arranged for notes storage with Scan on Demand if any notes are required urgently for a Subject Access Request or Insurance Report.

3.2.10 **GP Appointment Data**

All practices met the revised 31 July 2021 deadline to complete appointment mapping. Ongoing support is being provided to practices where it has been identified that multiple appointment types have been mapped to an “other” category, rather than a specific category. As a result, the nationally published monthly data should become more consistent and comparable, although only measures appointments captured within the GP clinical system, as opposed to all activity being undertaken, for example, online consultations are often managed within other systems.

3.2.11 **Digital First Primary Care Programme**

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. Website reviews are being undertaken to review “Digital Front Door” offerings to scope website support for practices. The funding and scheme details for 2021/22 have been recently published detailing the core requirements. Bids for 2021/22 scheme funding will be possible monthly as opposed to a single deadline date.

3.2.12 **Shared Care Records**

The local Shared Care Record work is also underway. Working alongside the STP Digital Enabling Group the Primary Care IT Team 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). The implementation has been delayed; work is ongoing to support practice sign up to the Information Sharing Agreement, currently 48 out of our 85 practices have signed the agreement.

4. RECOMMEDATION

4.1 The Committee is asked to note the contents of this Report

Author ***Alys Turner***
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 08 September 2021