WIRE

Keeping Oxfordshire connected

SCW

March 2018   **Issue 3**

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Distribution issue

Due to the creation of Wire moving to a new system last December, a number of subscribers have not been receiving the newsletter.

If you have been receiving Wire sporadically, or not at all, please in the first instance check your junk/spam folders. If it is not located there, please contact SCWCSU.dtscommunications@nhs.net.

We apologise for any inconvenience this may be causing you, and thank you for your help and patience whilst we address the issue.

Information Governance
GP GDPR Support

There are a number of activities ongoing and in the pipeline to support practices with General Data Protection Regulation (GDPR).

Oxfordshire Information Sharing Framework (OISF) WebEx sessions: a general overview on how the framework links in with GDPR and an opportunity for practices to ask questions about the OISF and next steps.

GDPR workshops: Please see **below** article for details of how to book.

A set of GDPR templates: includes an information asset register, a data flow mapping template, fair processing notice guidance/model Privacy Notice template* and a Data Protection Impact Assessment template – these will be rolled out at the GDPR workshops and circulated electronically
*(FPN guidance/Privacy Notice already released).

Policies and procedures: SCW IG team is working with OxFed to support the development of a set of standard policies and procedures for practices.

National GDPR guidance for primary care is due to be published in March/April. Further information will be shared once it is released.

If you have any queries on the above please contact: lindsay.blamires@nhs.net

GPDR Workshops

SCW are running a series of workshops on GDPR and the details are below. Practices are welcome to book more than one place; whilst we have arranged workshops in each locality, feel free to book elsewhere if the dates are more convenient.
The times are for the actual workshop, so please arrive earlier to ensure a prompt start. Tea and coffee will be available.

Locality	Location	Date	Time
North East	Littlebury Hotel, Bicester	17th April	10am -12 pm
City	Jubilee House	18th April	1pm - 3pm
North	Education Suite, Horsefair Surgery	19th April	1pm - 3pm
West	Windrush Medical Centre	24th April	1pm – 3pm
South East	Hamden House, Chalgrove	25th April	11am – 1pm
South West	Didcot Civic Centre	26th April	11.30am – 1.30pm

For more **information**, please contact: To **book a place** at a workshop, please contact:

Lynne Colley – Senior IM&T Project Manager
NHS South, Central & West Commissioning Support Unit

lynne.colley@nhs.net

Nathan Paddick – Project Support
NHS South, Central & West Commissioning Support Unit

nathan.paddick@nhs.net

Patient Online

Practices in Oxfordshire are doing well in comparison to achievements nationally

What percentage of patients are registered to book/cancel appointments online?

NHS OXFORDSHIRE CCG	21.8
Buckinghamshire, Oxfordshire and Berkshire West	21.5
NHS ENGLAND SOUTH (SOUTH CENTRAL)	20.1
SOUTH OF ENGLAND COMMISSIONING REGION	19.5
ENGLAND	19.5

What percentage of patients are registered to order repeat prescriptions online?

NHS OXFORDSHIRE CCG	21.5
Buckinghamshire, Oxfordshire and Berkshire West	20.2
NHS ENGLAND SOUTH (SOUTH CENTRAL)	19.5
SOUTH OF ENGLAND COMMISSIONING REGION	19.0
ENGLAND	19.1

Over 60% of practices have achieved this year's target of 20% of patients signed up to one or more online services, with a further 34% achieving 10% and above. There are now only 6% of practices unable to meet the lower target at the moment. If you are interested in looking at your individual figures, they can be found at

https://digital.nhs.uk/GP-data-hub/patient-online-management-information (page 3).

GP online services
Quick, easy and secure
• Book GP appointments
• Order repeat prescriptions
• Access your GP records

For practices in the **North, North East, South East and South West** localities:

Lynne Colley – Senior IM&T Project Manager
NHS South, Central & West Commissioning Support Unit

For practices in the **West** and **Oxford City** localities:

Todd Davidson – Senior Change Manager
NHS South, Central & West Commissioning Support Unit

| | 07747 455955 | | 07557 456793 |
| | lynne.colley@nhs.net | | todddavidson@nhs.net |

Electronic Prescription Service (EPS) r2
Update and recent utilisation figures – January 2018

The EPS utilisation figures for January 2018 can be found on the links below:

- All scripts
- Repeat prescribing
- Repeat dispensing

Nominations

Nominations are fundamental for EPS to be successful. NHS Digital have produced a leaflet which may be helpful. In addition they are now publishing the percentage of nominations for each CCG. Oxfordshire has a patient population of 730,811, most of whom could use EPS, but only 40% of these have a nomination.Consider putting a message on each repeat prescription that you print out to encourage patients to nominate a pharmacy for their medication.

For practices in the **North, North East, South East and South West** localities:

Lynne Colley – Senior IM&T Project Manager
NHS South, Central & West Commissioning Support Unit

| | 07747 455955 |
| | lynne.colley@nhs.net |

For practices in the **West** and **Oxford City** localities:

Todd Davidson – Senior Change Manager
NHS South, Central & West Commissioning Support Unit

| | 07557 456793 |
| | todddavidson@nhs.net |

Docman 10
Update and recent utilisation figures – April

At the moment, both ABS and HC are completing the installation of the upload tool for all practices. Once this is done and Docman are happy that your documents are synchronising properly, we will be in touch with practices individually to arrange a go-live date

In the meantime, there are things you can be doing to get ready. There is a familiarisation system for you and your staff have a play with and you can access this through https://login.docman.thirdparty.nhs.uk. To log into the system you will need an Organisation Code, a user name and password. A list of ODST Codes and a list of passwords, together with a selection of scenario based task cards that your staff can work through in Docman 10, can be found here.

Some housekeeping will need to be done and a document is attached which identifies the actions that need to be completed before you go live. Two days training are included as part of the go-live process; a Training Schedule and Training Session details will be sent to you when we agree the go-live date.

If you have any queries, please do not hesitate to contact me.

Lynne Colley – Senior IM&T Project Manager
SCW

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GP referral pro formas
News and release notification - March 2018

Zip folders containing full sets of referral pro formas can be found on the Referral Pro formas page of the OCCG website.

EMIS practices

The zip folder EMIS-Pro-formas, with a date stamp in the format YYYYMMDD, contains all of the EMIS referral pro formas currently in use. It can be saved, and imported in one step from within EMIS Web.

Also found on the Referral Pro formas page, the documents 'How to Cleanse your EMIS Pro forma library' and 'Working with GP Pro formas' give instructions on how to import the single zip folder and remove all old templates which have been replaced.

Vision Practices

Release of these pro formas is not always concurrent with the EMIS forms as they require further processing.
The zip folder INPS-Pro-formas, with a date stamp in the format YYYYMMDD, contains all of the InPS pro formas currently in use.

Some of these pro formas have been upgraded to include SmartTags, which reduces the need to enter data by hand. They can be identified by a suffix of 's'.

Patient data sent to the Pro Formas Inbox
Sometimes a referrer mistakenly sends a completed pro forma to us at occg.gpproformas@nhs.net; or wants to make a point about an issue with a pro forma, and sends us an example which contains patient identifiable data.

This is not a clinical department and we never need to know this information; sending it to us is in breach of Information Governance guidelines.
Sending a referral to us may give rise to a clinical risk as it may not be picked up immediately, and meanwhile the referral is not being processed.

We are aware that our former practice of having our email address prominently displayed at the top of the form sometimes caused

confusion, so we now discreetly tuck it away in the footer where it is available if needed but less likely to be mistaken for a destination address.

Some of the older pro formas haven't yet been changed, so we would just ask that you double check that you are sending the referral to the right place.

When sending an example to illustrate a point, please be careful to remove or obliterate all patient data – both from the referral form and from the body of the email if forwarding a thread relating to a particular patient.

When a referral form has been misdirected we advise reply to to the sender and where it should be sent.
We then ensure that, in the interest of patient confidentiality, the documents and patient details are fully deleted from our system.

March 2018 pro forma updates		
Pro forma name	**Version**	**New, or reason for update**
2WW Suspected Colorectal Cancer	v11	Pathway to the Community Endoscopy service reinstated
2WW Suspected Head and Neck Cancer	v9	• Modified to achieve NICE compliance • PIL link reinstated • Formatting updated
2WW Suspected Lung Cancer	v8	
2WW Suspected Malignant Melanoma or Squamous Cell Carcinoma (formerly Skin Cancer)	v7	
2WW Suspected Sarcoma or Bone Tumour	v8	
2WW Suspected Thyroid Cancer	v3	
2WW Suspected Upper GI Cancer and Hepato-Biliary Cancers	v11	• Pathway to the Community Endoscopy service reinstated
2WW Suspected Urological Cancer (excluding Prostate)	v8	• Broken merge elements repaired (EMIS) • PIL link reinstated • Formatting updated
2WW Suspected Urological Cancer (Prostate)	v12	• Urine testing requirements updated
ACE DUMMY referral	v2	• This pro forma is no longer in use; please ensure you **deactivate** it • *All localities* should now use the Suspected Cancer (SCAN ACE) LIVE Referral Form
Action for Carers Oxfordshire Referral Form	v1	• New pro forma • This service enables carers to access the information, advice and support they need to sustain their caring role
Addictions Service (Turning Point)	v3	• EMIS White Cell Count merge field repaired • Formatting updated
AQP Age Related Hearing Loss Proforma	v5	• Contact information corrected - The Outside Clinic fax and OUHT emails
Children's Integrated Therapy Service Referral Form	v3	• Locality referral email addresses replaced with central secure nhs.net address
Community Ultrasound Referral Form	v3	• Option added for referral of 'Lumps & Bumps' for investigation
Lower GI Endoscopy (not 2ww) Referral Form	v3	• PIL link removed as currently unavailable from InHealth • Gastroenterology guidelines link updated • Bowel prep guidance link updated
MSK Assessment Triage and Treatment Service (MATT)	v8	• Broken link to Back Pain Red Flags repaired
Unified Community Diabetes Services Proforma	v5	• Associated text removed from HbA1c codes to

		avoid form corruption from invalid character (EMIS only)
Upper GI Endoscopy (not 2ww) Referral Form	v3	• PIL link removed as currently unavailable from InHealth • Gastroenterology guidelines link updated

Please let us know by writing to this address **occg.gpproformas@nhs.net** if you have any queries or comments about the referral pro formas.

Jane Thurlow
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Wire is produced by the Digitial Transformation Service team at South, Central and West CSU
To give us your feedback, please email scwcsu.dtscommunications@nhs.net

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http://www.oxfordshireccg.nhs.uk/professional-resources/the-wire-news.htm