**This document has been approved for distribution by the**

**South, Central and West Commissioning Support Unit Communications Team (Jubilee House)**

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| **October 2017** | **Issue #10** |
| **Live**WireItems you need to know right now:* [Patient Online Hints & Tips:](#hints) How to increase the number of patients register
 | In this Edition:* [Accessing Primary Care clinical data](#accessing)
* [Information Governance Updates](#sharing)

- [Sharing sensitive information by email](#sharing)- [Replacement annual IG training by email](#replacement)* [DocMan Vault](#docman)
* [Patient Online information](#po)

- [Patient Online](#po)- [Hints and Tips](#hints) * [Electronic Prescription Service (EPS) update & recent utilisation figures](#EPS)
* [GP Referral Pro Formas](#GPREF)
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| **Accessing Primary Care clinical data within Oxford Health clinical systems** A subset of Oxfordshire primary care GP Surgery Patient Clinical data which is currently shared to the Oxfordshire Care Summary (OCS) via the Medical Interoperability Gateway (MIG) has been made accessible to Oxford Health NHS FT (OHFT) clinicians via a direct link from within the Trust’s clinical systems, Carenotes and Adastra, to the MIG.  This has allowed clinicians to have timely access to primary care information in the GP patient record without having to log in to a separate system and undertake a patient search, improving efficiency and quality of care.The link is enabled by the MIG, supplied by Healthcare Gateway Ltd (HGL). This is the same link used by the OCS - i.e. information sharing using the MIG with clinicians in Oxfordshire is already established practice.The link has been live since 19 October and has already been used by 29 clinicians for 84 separate cases.This message has been approved by Paul Roblin from the Local Medical Committee (LMC).***Rachel Valentine*** – EHR Technical ManagerIM&T Department, Oxford Health NHS Trust* 07824 839 496

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| **Sharing sensitive information by email**A number of practices have raised queries about the current guidance for sharing sensitive information by email. The [NHS mail guidance for Sharing Sensitive Information (July 2017](https://s3-eu-west-1.amazonaws.com/comms-mat/Training-Materials/Guidance/sharingsensitiveinformationguide.pdf)) advises that the two accepted methods for emailing sensitive information securely are: |
|  |  |
| 1. NHSmail to NHSmail e.g. joe.bloggs@nhs.net to jane.doe@nhs.net
2. NHSmail to any other email address using the NHSmail encryption tool e.g. joe.bloggs@nhs.net to jane.doe@nhs.uk

*Please note:* ***\*nhs.uk email addresses are not secure*** *and should not be used for exchanging unencrypted patient or sensitive data. The only exception to this is* ***\*secure.nhs.uk*** *which is the domain for local accredited NHS email services.***Please ensure you are familiar with the NHSmail Encryption guidance before you use it:** <https://s3-eu-west-1.amazonaws.com/comms-mat/Training-Materials/Guidance/encryptionguide.pdf> **Replacement annual IG training by email**NHS Digital has released new online data security training which replaces the IG training provided via the old IG Training Tool. This has been developed in line with Data Security Standard 3 in the [Caldicott 3 Review](https://www.gov.uk/government/publications/review-of-data-security-consent-and-opt-outs) which all staff undertake appropriate annual data security training and pass a mandatory test.   As the name suggests the new training has a big focus on data and cyber security to reflect the digital world in which we are all working.   It is recognised as ’appropriate data security training‘; the system records the results and issues a certificate for successful completion (the pass mark is 80%).  It is therefore recommended that any staff who have not yet completed their mandatory annual IG training this year should do the new online data security training. The new Data Security Awareness Level 1 e-learning package can be accessed at:  <https://nhsdigital.e-lfh.org.uk/> .There are a couple of different options for registration:**Organisation registration:** to register a number of employees, please complete the following survey and a member of the e-Learning for Healthcare (e-LfH) Support Team will be in touch to discuss your requirements: <https://healtheducationyh.onlinesurveys.ac.uk/nhs-digital-data-security-awareness>**Self-registration:** individuals can register to access the learning material at <https://nhsdigital.e-lfh.org.uk/>; you should select the Register button and complete the requested details. If you already have an account on the e-LfH site, you can use your existing login details to access the training. **For help** please contact the e-LfH Support Team at [www.e-lfh.org.uk](http://www.e-lfh.org.uk)**For support** with technical, registration or access queries please contact <https://millennium.kayako.com/nhsdigital/Tickets/Submit>If you have any questions regarding either the IG training or sharing sensitive information articles, please contact:***Linsday Blamires***  – General Practice Information Governance ManagerNHS South, Central & West* 0300 123 5153
* lindsay.blamires@nhs.net
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| **DocMan Vault**  |  |
| Z:\LSProjects\OXON\Wire\10.images and logos\Love-Docman-icon-Dark-Blue.png | PCTi (Docman) have asked us to ensure that all practices are on the latest version of  Docman, which is 75000.34. The screenshots below show how to check your current version. |
| 1. Click on the practice name tile

cid:image004.jpg@01D34804.DBB249C01. The System Version will be displayed. If you are not running on the version mentioned below then upgrade in the usual way or contact DocMan support for help in processing the patch.

cid:image005.jpg@01D34804.DBB249C0For questions on DocMan Vault, please contact:***Lynne Colley***  – IT Services Locality Senior Manager (Thames Valley)NHS South, Central & West* 07747 455 955

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| **Patient Online** |
| Image result for patient online | There have been several queries recently concerning patients’ access to records. To clarify – all patients, who request it, should be given access to: |
| * Allergies
* Medications
* Problems
* Immunisations
* Test Results
* Consultations
* Documents
 |
| Patients do not have to be given access to free textunless a GP considers it not to be in a patient’s best interest, their complete record should be available to them. Sensitive and third party information can be hidden. As a general rule, start dates should not be used. Please get in touch using the contact details at the end of the next article if you would like further information or help. |
| **Hints and Tips**The latest statistics are available ([please click here](http://www.oxfordshireccg.nhs.uk/professional-resources/documents/the-wire/issue-10/pol-utilisation-stats-july2017.pdf)). The majority of Oxfordshire practices (90%) achieved the 2016/2017 target of having at least 10% of patients signed up for one or more online service.  Over 55% of practices are already achieving this year’s target of 20%.The following are just some ideas as to how practices might increase patient online registrations.  If you would like help with this, please do get in touch.**Practices achieving under 14%:*** Hold a full practice staff briefing on Patient Online
* Identify a staff champion within the practice
* Advertise GP online services on repeat prescription forms and test result print-outs
* Run a protocol on your system that alerts staff when a patient has not registered for online services
* Involve your PPG (has the PPG been consulted with online services & feedback actioned/discussed?)
* Host a GP online services practice launch day or sign up sessions in the practice to help patients sign up
* Run targeted sessions with patient groups/clinics (e.g. asthma, diabetes, flu clinic etc)
* Identify patients who are taking regular medication and still visiting the surgery/emailing to order

**Practices achieving between 14% and 20%:*** Consider stopping acceptance of repeat prescriptions via email and/or the web form on the practice website
* Advertise GP online services on check-in screen/waiting room facilitator – if possible
* Advertise GP online services on practice answerphone – if possible
* Inform patients of GP online services by email
* GPs encourage patient sign up during consultation
* Nurses encourag patient sign up during clinics/appointments
* District Nurses promote GP online services to housebound patients

**Practices achieving over 20%:*** Review the number of appointments released online and increase, if possible
* Review the types of appointments that are released online and trial more (e.g. asthma clinics, blood tests)
* Advertise on social media – Twitter/Facebook
* Promote online services through local chemists
* Inform patients by newsletter (contact Patient Online for an example newsletter)
* Identify patients who have access issues (visually impaired, physically disabled, etc) to promote online access (and EPS) to them

These are a some available resources, which may be useful:* [Patient Online: making the most of online appointments and repeat prescriptions](https://www.england.nhs.uk/wp-content/uploads/2015/11/po-making-the-most-online-apps.pdf)
* [Patient Online: offering patients access to detailed online records](https://www.england.nhs.uk/wp-content/uploads/2015/11/po-offering-patient-access-detailed-online-records.pdf)
* [Patient Online: registering patients for GP online services](https://www.england.nhs.uk/wp-content/uploads/2015/11/po-registering-patients-gp-online-services.pdf)

You can also order free resources such as posters, leaflets, appointment cards, bunting and balloons from the Publications Orderline at [www.orderline.dh.gov.uk](http://www.orderline.dh.gov.uk).***Lynne Colley***  – IT Services Locality Senior Manager (Thames Valley)NHS South, Central & West* 07747 455 955

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| **Electronic Prescription Service (EPS) update and recent utilisation figures**August 2017EPSThe most recent EPS utilisation figures are now available via the links below.  Practices in Oxfordshire continue to use the EPS solution to good effect and are consistently above the national averages.  Practices have expressed concern about the figures being constantly over 100% and we have asked NHS Digital for an explanation of how they are calculated.* [Repeat prescribing](http://www.oxfordshireccg.nhs.uk/professional-resources/documents/the-wire/issue-10/eps-repeat-prescribing.pdf)
* [Repeat dispensing](http://www.oxfordshireccg.nhs.uk/professional-resources/documents/the-wire/issue-10/eps-repeat-dispensing.pdf)
* [All scripts](http://www.oxfordshireccg.nhs.uk/professional-resources/documents/the-wire/issue-10/eps-all-scripts.pdf)

NHS England and the General Practitioners Committee (GPC) have agreed to build on the work of recent years and the changes that have been agreed for 2017/2018 will be taken forward through non-contractual working arrangements, specifically:* An increased uptake of electronic repeat prescriptions to a target of 90%
* Continued uptake of repeat dispensing(eRD) to a target of 25%

To support this NHS Digital  have provided a suite of tools to help with the implementation of eRD.If we can support you in anyway regarding your plans for EPS and eRD please do not hesitate to get in touch. ***Lynne Colley***  – IT Services Locality Senior Manager (Thames Valley)NHS South, Central & West* 07747 455 955

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| **GP Referral Pro Formas** News and release notification October 2017Please refer to the new [OCCG website](http://www.oxfordshireccg.nhs.uk/) when searching for information. Zip folders containing full sets of referral pro formas can be found on the [Referral Pro formas](http://www.oxfordshireccg.nhs.uk/professional-resources/referral-pro-formas.htm) page or via the link at the top or right of pages in the Professional Resources > Clinical Guidelines section of the OCCG website. **EMIS practices**The zip folder EMIS-Pro-forma, with a date stamp in the format YYYYMMDD, contains all 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-forma, with a date stamp in the format YYYYMMDD, contains all 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’. |
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| **October 2017 pro forma updates** |
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| **Pro forma name**  | **Version** | **New, or reason for update** |
| 2WW Suspected Gynaecological Cancer EXCLUDING Ovarian | v8 | * Now requires referral for suspected endometrial cancer to be accompanied by pelvic ultrasound **result**
 |
| 2WW Suspected Upper GI Cancer and Hepato-Biliary Cancers | v8 (EMIS)v7 (Vision) | * Minor bug fix, EMIS only
 |
| ACE DUMMY referral | v2 | * Now for use by practices in the **City locality only**, as listed within in the form
* All other localities should use the Suspected Cancer (SCAN ACE) LIVE Referral Form
 |
| Community Stroke Review Proforma | v1.3 | * The Community Stroke Review service has been withdrawn as the service has been discontinued. Please ensure you **deactivate** this pro forma
 |
| Dementia Advisor Service Proforma | v3 | * Service address updated
* Formatting and layout improved
 |
| Local Home Energy Advice - Referral Information | v3 | * Advice is now supplied by Better Housing Better Health. Contact details updated
 |
| MSK Assessment Triage and Treatment Service  (MATT) | v4 | * Last weight loss advice added
* Urgency of referral moved to top of form
* Healthshare contact advice added
 |
| Suspected Cancer (SCAN ACE) LIVE Referral Form | v5 | * List of the practices which should be using this form updated to include those in the North East Locality
 |
| Unified Community Diabetes Services Proforma | v4 | * Banner added advising availability of referral pro forma for the National Diabetes Prevention Programme (for mobilised sites only)
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*Please write to us* at **occg.gpproformas@nhs.net** if you have any queries or comments about the referral pro formas.***Jane Thurlow***  – Project Support OfficerNHS South, Central & West |
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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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**Want to see past issues?**

You can find all back copies in Wire Archive at the following link:

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