WIRE
Keeping Oxfordshire connected

May 2018   **Issue 5**

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Information Governance
GDPR Guidance Pack for GP Practices

SCW has developed a guidance pack to support you in preparing for the introduction of the General Data Protection Regulation (**GDPR**) and the Data Protection Act 2018. It includes information based on current advice, together with key templates developed by SCW CSU and input from practices and advice on how to use them. This is the same pack issued to attendees following the recent GDPR workshop. We are still awaiting

clarification on some aspects and will provide updates as new information becomes available.

Download the guidance pack [here](#)

We have also set up a new mailbox specifically for practices with GDPR enquiries. If you have a GDPR-related query please email: GP-IGEnquiries.scwcsu@nhs.net

For more information, please contact:

Lindsay Blamires

✉ lindsay.blamires@nhs.net

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](#)) 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

If you would like help with an IG query please contact:

Lindsay Blamires - General Practice Information Governance Manager

☎ 0300 123 5153

📱 07741 006028

✉ lindsay.blamires@nhs.net

Patient Access

Patient Online access and EOL care

End of Life Care webinar - **16 May 13:00-14:00**

The Royal College of General Practitioners is hosting a free webinar on how Patient Online access for patients and their family or carers can help with a person-centred approach to End of Life (**EOL**) care, and how it can complement the Electronic Palliative Care Coordination Systems (**EPaCCS**) that are available in many localities.

This webinar will be useful to GPs and practice nurses involved in providing or planning EOL care.

Learning Objectives:

Understand:

1. how the practice can use Patient Online record access to support EOL care
2. how it can help family members or carers support patients at the end of life
3. where Patient Online record access can complement EPaCCS

Join our panel of experts as they talk you through information you need to know, and have your chance to put questions to the panel in our Q&A session. **Register** Here

F**or more information on the Patient Online project please click** here

If you would like any help in increasing registrations, or have general questions about Patient Online, please contact:

Lynne Colley – Senior IM&T Project Manager
SCW

📱   07747 455955
✉   lynne.colley@nhs.net

Electronic Prescription Service (EPS) r2
Update and Recent Utilisation Figures – May

Use of EPSR2 in OOH and Urgent Care

Use of the Electronic Prescription Service (EPS) in integrated urgent care settings is to be rolled out nationally following a successful pilot in London and the East Midlands, which took place from December 2017 and involved 73 prescribers and 257 dispensers. Patients seeking care out of hours or from urgent care settings will be able to have their prescriptions sent electronically to a pharmacy, rather than relying on paper prescriptions.

The Current Utilisation Statistics can be found here:

- All Scripts
- Repeat perscritions
- Repeat dispensing

Oxfordshire is just above the national average with regard to overall use of EPS R2:

	Estimated		BSA Actual Data for Month			
Month	Mar-18	Feb-18	Jan-18	Dec-17	Nov-17	Oct-17
National	62%	56%	61%	62%	59%	57%
Oxfordshire	63%	60%	64%	65%	61%	57%

But the number of practices achieving the target of 80% of all repeat prescriptions on EPS R2 is lower:

	Estimated		BSA Actual Data for Month			
Month	Mar-18	Feb-18	Jan-18	Dec-17	Nov-17	Oct-17
National	80%	72%	79%	80%	76%	74%
Oxfordshire	77%	60%	79%	76%	67%	67%

Please get in touch if you would like help with improving your use of EPS.

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

Lynne Colley – Senior IM&T Project Manager
SCW

  07747 455955
  lynne.colley@nhs.net

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

Todd Davidson – Senior Change Manager
SCW

  07557 456793
  todddavidson@nhs.net

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GP2GP

Update and Recent Utilisation Figures – May 2018

Practices in Oxfordshire continue to maintain excellent standards of GP2GP transfers. The latest figures show that Oxfordshire, on average, scored 5.4 out of 6 (national average being 5). The table bellow shows the local picture compared to the national (which demonstrates that we are ahead of the curve in all areas).

	Utilisation	Requesting	Sending	Integration (<3 days)
Oxfordshire	5.4	84%	98%	78%
National average	5.05	83%	93%	73%

If you would like to view the detail, you can access the GP2GP tracker table here

If you would like any further information or help, please contact your local Primary Care Manager.

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📱   07747 455955
✉   lynne.colley@nhs.net

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GP referral pro formas
News and release notification - May 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'.

GO Active, Get Healthy programme - for patients with diabetes only

In June 2017 Go Active, Get Healthy (GAGH) became a dedicated programme to support diabetic patients **only**.

The GAGH Team has reported that they are still being approached by patients who do not have diabetes. Please would you ensure that you are using an up-to-date form - Exercise on Referral form (unified) v3 – and following the appropriate pathway for your patient.

May 2018 pro forma updates		
Pro forma name	**Version**	**New, or Reason for update**
2WW Breast Clinic	v7p	• Clickable hyperlinks added • Formatting updated • 2ww/non 2ww referral pathways clarified
CAMHS Horizon and Eating Disorder Referral Form	v6	• Multiple contact details replaced by Single Point of Access. • Service hours adjusted
Endoscopy - Lower GI (Not 2ww) Referral Form	v5	• GP to indicate whether Routine or Urgent, to inform InHealth triage • Name changed from Lower GI Endoscopy (not 2ww) Referral Form – please deactivate this pro forma
Endoscopy - Upper GI (Not 2ww) Referral Form	v4	• GP to indicate whether Routine or Urgent, to inform InHealth triage • Name changed from Upper GI Endoscopy (not 2ww) Referral Form – please deactivate this pro forma
Hernia referral form	v1	• A new pro forma • Guides appropriate referral following the Commissioning Policy to avoid clinicians at OUH seeing patients who cannot be treated
Oxford Regional Cancer Genetics Service Referral	v2	• Change of departmental name and address
Safeguarding Conference GP Report	v2	• Fixed glitch which meant that GPs couldn't use the form in EMIS without first unlocking it
Starting Warfarin Form	v6	• Contact details updated • Name changed from Anticoagulation Service Referral – please deactivate this pro forma
Stopping Warfarin Form	v1	• New pro forma • To notify the Anticoagulation Service (RAID) that a patient is stopping warfarin (and/or switching to a direct oral anticoagulant, DOAC)

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
Project Support Officer, Digital Transformation Team

EMIS Web
Docman 10 update

Data from all practices is now streaming successfully, so we are in a position to book go-live dates for everyone. We are in the process of contacting practices, but if you have worked through your review document which is attached and are ready to go, please give me a call to book a go-live.

In the meantime, there are things you can be doing to get ready. There is a familiarisation system for you and your staff to 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 a 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.

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 would like any further information or help, please contact your local Primary Care Manager.

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IT Support
GP IT Support Services Re-Procurement

As you may be aware, the existing contracts for your primary care (**GP IT**) support service have been extended to their legal maximum and must come to an end in **April 2019**.

These services are currently provided by ABS and Healthcare Computing. While the feedback relating to service quality we have received from these suppliers is excellent, we are nevertheless required to procure a new service going forward.

Healthcare Computing and ABS have been invited to bid for this work and we expect that they will put forward bids that reflect the quality of service we know you receive.

From the feedback we have already received about our current suppliers, it is very clear that quality and a local feel are absolutely essential in a replacement; we will ensure that the specification and questions reflect this.

We understand that there is a very strong feeling within practices about how this service should be delivered and, as we are mandated to go out to market by both the Public Contract Regulations 2015 and NHS England Standing Financial Instructions and we would like your feedback on the specification that we have prepared, based around the GP IT Operating Model 2016 - 2018.

Please send any questions or comments you have relating to the specification to Claire.isham@nhs.net. All comments and questions will be reviewed by the Project Board before the specification is finalised but we cannot make any guarantees about inclusion.

We will also seek to attend locality and Practice Manager meetings or set up a dedicated meeting if you would prefer to present your views in person. Due to procurement timescales to meet the **01 April 2019** contract start date. we would ask to be invited to your May meetings to allow Procurement to issue the formal tender documents at the start of June.

We also intend to set up engagement meetings in Oxford and Banbury on the **9**th and **10**th **of May** respectively. If you would like to attend an alternative, please contact me and I will arrange another meeting or a Webinar.

Claire Isham - GP IT Support
SCW
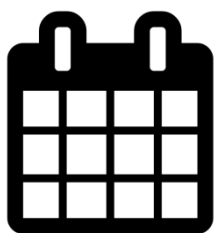
✉ Claire.isham@nhs.net

GP IT Training

Update from Training

The SCW IT Training Team is pleased to announce the first in a series of **FREE** live webinars as part of the **SCW IT Training Programme 2018/19**. Our first webinar will focus on Document Templates in EMIS Web and will be 45 minutes in duration.

To download the poster to share with your staff, please click **here**: Training Programme

If you are interested in learning how to create and edit letter templates, import letter templates and pick up tips for general housekeeping – please contact the IT Training Team to book on one of the webinars below.

Thursday 17th May	10:00 – 10:45
Wednesday 23rd May	12:00 – 12:45 14:00 – 14:45
Thursday 24th May	10:00 – 10:45

Please Note – The Template Manager module will be used during the webinars (reference to Resource Publisher will be made).

Add Training team contact details?

Training is free of charge, as per OCCG contract

Spaces are limited so get in touch if your are interested in attending.

To book training places, please contact the IT Training Team:

 0300 123 5678

 training.scwcsu@nhs.net

www.nhs70.nhs.uk

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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