WIRE
Keeping Oxfordshire connected

December 2018

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Information Governance
Updated training workbooks

Caldicott Guardian, SIRO and IAO training

Up-to-date training workbooks are now available for Caldicott Guardians, SIROs and IAOs:

- The Caldicott Guardian in Health and Social Care

- Introduction to Risk Management for SIROs and IAOs

SCW has updated the previous versions originally issued by NHS Digital. Changes have been made to reflect current legislation.

Data Security Training

Have all your staff completed data security training this year? Assertion 3.3.1 in the Data Security & Protection Toolkit requires that staff undertake appropriate annual data security training and pass a mandatory test.   Data security awareness training on e-Learning for Health (e-LfH) may be used and is available free of charge here: https://nhsdigital.e-lfh.org.uk/

Contact us:

If you have a GP IG or GDPR enquiry: GP-IGEnquiries.scwcsu@nhs.net

NOTE: If you need support with a data breach please flag it as **urgent**.

Lindsay Blamires
General Practice Information Governance Manager

SCAM Alert
Using fax machines

A few practices are reporting a new scam which makes use of fax machines. The scammers attempt to scam the practice by requesting a form be completed and faxed back (probably to a premium rate number).

Details of the scam are as follows:

- A fax is sent to the practice asking them to confirm their details by completing a form and faxing it back.
- If no response is received, the scammers phone the practice to confirm receipt of the fax and urge the practice to complete and return it asap (Please do not do this; it is a scam).
- Traditionally, the number provided connects to a premium (slow transfer rate) phone line.

To add a layer of validity, the scammer will claim they work for a company on behalf of the NHS to update the information used by Google Maps to direct patients to the practice (please note, this is false; either the practice has the ability to update details themselves or your support organisation does this for you).

Additionally, the scam requests that the practice sign up for a subscription to make sure their details are always accurate/up-to-date (all for £39 for 24 months).

The scammers will be persistent and will most likely phone back. Please be vigilant and do not be taken in.

If you are concerned that your practice has been compromised or have been the object of a scam , please notify your IT support provider (ABS or HC) on the details below:

National Programme Utilisation

Electronic Prescribing, GP2GP and Patient Online

Practices in Oxfordshire are maintaining a high level of utilisation for the national programmes, including EPS, GP2GP and other patient online services -which is an excellent achievement all round. Notable statistics include:

- **Electronic Prescription Service (EPS) – All scripts**. At least 72% of practices have achieved 56% or better utilisation each month over the past six months.
- **Electronic Referral Service (eRS).** 91% of referrals are going thorugh the eRS system (just below the national average of 92%).
- **GP2GP**. According to the latest figures (July 2018), 99% of Oxon practices have achieved at least 80% integration within three days.

Practices can review their individual utilisation rates on the Utilisation practice dashboard

NHS Business Services Authority
Helping your practice with EPS/eRD

In last month's Wire we announced that the NHS Business Services Authority (NHS BSA) is keen to support practices in improving their overall utilisation; including helping practices to identify those patients who would be appropriate for electronic repeat dispensing (eRD).

Each practice will receive a report by email from SCW via the registered email address that was provided to the Digital Transformation team some time ago. It is hoped that these emails will be sent no later than Wednesday 12 December.

If you would like help with anything to do with the national programmes, including EPS, GP2GP, or Patient Online services, please contact:

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

Lynne Colley – Senior IM&T Project Manager
SCW

📱   07747 455 955
✉   lynne.colley@nhs.net

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

Todd Davidson – Senior Change Manager
SCW

📱   07557 456 793
✉   todddavidson@nhs.net

GP referral pro formas
News and Release Notification December 2018

If you have any queries about existing pro formas, or you want to request that we create a referral pro forma for a service not represented in our portfolio, please contact us directly by writing to the email address shown below. A number of enquiries have been sent to the wrong contact details which eventually reach the GP Pro Formas Team, but results in a delayed response.

The team's email address is shown on most pro formas, usually at the bottom of a page like this

Having a problem with this pro forma? Please email us at OCCG.GPproformas@nhs.net

though sometimes in the top right hand corner, to help you contact us.

Keeping system pro formas up-to-date

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 Vision 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'.

December 2018 pro forma updates

Pro forma name	Version	New, or reason for update
Hearing Assessment Referral Form	v6	Adapted to include Paediatric Audiology referrals Contact details checked/updated Renamed – please ensure you deactivate AQP Age Related Hearing Loss Proforma, which this replaces
2WW Breast Clinic	v10	Clarify age range for patients with lump persisting after period
Adult Mental Health or Eating Disorder Referral Form	v2	City/NE email address corrected 'Eating Disorder' added to title Please ensure you deactivate the Adult Mental health Referral Form, which this replaces
MSK - Assessment Triage and Treatment Service (MATT)	v14	Prompts GP for 'history of cancer' Populates miscellaneous cancer codes
Cardiac Rehabilitation for Heart Failure Referral form	v5	Comment added - Exempt from e-RS referral requirement
Neuro Community Nurse Referral Form	v2	Comment added - Exempt from e-RS referral requirement
Obstetric Secondary Care Referral and MMRA	v7	Comment added - Exempt from e-RS referral requirement
Rapid Access Chest Pain Clinic	v4	Comment added - Exempt from e-RS referral requirement
Rowan Ambulatory Assessment Unit (Horton) Referral	v2	Comment added - Exempt from e-RS referral requirement
TB Nurse Screening Service pro forma	v2	Comment added - Exempt from e-RS referral requirement
2WW Suspected Haematological Cancer	v11	Kidney function codes updated
2WW Suspected Lung Cancer	v11	Kidney function codes updated
2WW Suspected Urological Cancer (excluding Prostate)	v10	Kidney function codes updated
2WW Suspected Urological Cancer (Prostate)	v14	Kidney function codes updated
Addiction Service (Turning Point) Referral	v4	Kidney function codes updated
2WW Suspected Colorectal Cancer	v13	Now enables referrals to be directed to Bicester as well as Witney
2WW Suspected Upper GI Cancer and Hepato-Biliary Cancers	v13	Now enables referrals to be directed to Bicester as well as Witney
Endoscopy - Lower GI (Not 2ww) Referral Form	v7	Now enables referrals to be directed to Bicester as well as Witney
Endoscopy - Upper GI (Not 2ww) Referral Form	v6	Now enables referrals to be directed to Bicester as well as Witney

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 Officer, Digital Transformation Team

Infrastructure
GP Voice Over IP (VOIP)

The implementation of the new Voice Over Internet Protocol (VOIP) telephone system, provided by **Surgery Connect**, has commenced. A number of practices have agreed to take the system and the Digital Transformation Team is gathering the information required to install and configure the system in each. It is anticipated that the first go-live will happen early in the New Year.

If your practice is interested, and you have not yet signed up, then please contact the Project Manager , David Hopper, at david.hopper3@nhs.net. Funding is limited so, if you wish to implement the new system, please get in touch as soon as possible.

If you wish to view information about what is possible with the **Surgery Connect** system, please look on the X-On website at www.x-on.co.uk

David Hopper
Senior Project Manager, Digital Transformation Team

EMIS Web
Version 8.5 release – Friday 7 December 2018

EMIS has advised that version 8.5 was released on Friday 7 December.

Details of what was included in the release were originally provided at recent EMIS web user group meetings.

Dates for future user groups will be published in *Wire*, so please do keep an eye out for an announcement in the New Year. These groups are very informative and direct access to an EMIS representative is always available. Key elements included in the release are as follows:

SNOMED

- Finding and adding mapped readcodes using a SNOMED CT concept ID
- Snomed code picker update
- Displaying SNOMED CT concept IDs in the code picker
- Using SNOMED CT concept IDs to create a search

Appointments

- General Practice Workload Tool

- Moving appointments to different slot lengths

An excerpt from the User Group slides that were previously circulated can be accessed via the following link:

[EMIS Web release (8.5)](#)

GPIT Training

Now offering EMIS GP2GP training

The SCW IT Training Team is pleased to announce further **FREE*** training as part of the SCW IT Training Programme 2018/19.

We will be offering training on EMIS GP2GP.

This training will be offered as one of two options:

- For staff new to these modules, training will be provided on site at your own GP practice
- For staff who are already familiar with these modules and require help troubleshooting, training will be provided as a telephone appointment with PC dial-in facility

* This training is funded by OCCG and is free for practices.

Topics covered
Filing GP2GP records including returning patients
Action degraded items (e.g. event and allergy items)
Printing unsent attachments
Managing outstanding GP2GP Workflow tasks (e.g. Integration Successful and Integration Failure tasks)

If you would like to arrange training, please contact the IT Training Admin Office on the details below and include the following information:

- Whether staff are new to the module or you simply require troubleshooting
    - If you require **troubleshooting**, details of any specific area that staff would like to look at
    - If you require **training** for staff new to this module, how many staff require training
- Practice name
- Availability

Contact the training team on:

📱 0300 123 5678
✉ training.scwcsu@nhs.net

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