

WIRE

Keeping Oxfordshire connected



June 2019

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Information Governance

Brexit – primary care guidance FAQs



Will your practice be affected if the UK leaves the European Union with No Deal?

There may be an impact if you share any data with the European Economic area (EEA), or have any reference to the EU/EEA in your privacy notice. NHS England has provided guidance to help answer any data protection questions you may have about this.



National data opt out

The national data opt-out was introduced on 25 May 2018, and allows patients to opt out of their information being used for research and planning.

All health and care organisations are required to be compliant with the national data opt-out policy by 2020, where confidential patient information is used for research and planning purposes.

Check if your practice needs to take any further action by reviewing [The National Data Opt-Out Summary](#) [\[Here\]](#)

Contact us

If you have a GP IG or GDPR enquiry, please email 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
SCW**

An invite to Primary Care Digital Strategy Group – engagement event

Friday 12 July, 1pm – 3.30pm at the Kassam Stadium



We live in a digital world and digital has the potential to transform ways of working in primary care. We have a good idea of what is needed and what primary care generally wants throughout the county, but we need to improve how we balance sharing best practice, key messages and the strategic approach with specific local needs and requirements.

We are running this engagement event to bring together the existing digital strategy group and other interested stakeholders. We welcome attendance from those who are interested, even if you have not previously been involved in this work, to help us shape things.

Our draft agenda is:

- A short update on current national and local initiatives
- Focused workshops to discuss and debate real life challenges with the proposed topics: IG & shared care records, the digital interface with urgent and emergency care and supporting long term conditions

management

- A group exercise to review current and future communications and engagement mechanisms so we can improve

For those unable to make it but who are interested, we will include a survey in the next issue of The Wire and share the learning afterwards.

Please register for the event [HERE](#)

For more information, contact [Aasha Cowey](#) or [Todd Davidson](#) on the details below:

**Aasha Cowey – Programme Manager
SCW**

📞 07880 261829
✉ aasha.cowey@nhs.net

**Todd Davidson – Senior Project/Change Manager
SCW**

📞 07557 456 793
✉ toddavidson@nhs.net

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National Programme Utilisation (EPS, GP2GP and Patient Online)




Online services utilisation dashboard

To view the monthly utilisation dashboard, which shows the trend lines for the national programmes including EPS, GP2GP** and POL - please click on the following link: [Utilisation Dashboard](#)

**NHS Digital has not updated GP2GP utilisation data since August 2018

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GP Online – proxy access is [HERE!](#) (EMIS practices only)



GP online services
Quick, easy and secure

- Book GP appointments
- Order repeat prescriptions
- Access your GP records

Proxy access allows parents, family members, carers and care home staff to have access to their relatives' or patients' online services accounts; to book appointments, request repeat medication and where applicable, view their medical record.

You can find more information and guidance about this on the [EMIS health support centre](#) and [EMIS Now](#) websites, including a helpful WebEx which talks through a range of topics about GP online services. Access details are as follows:

- EMIS support Centre [\[link\]](#) (log-in details required).
- EMIS Now [\[link\]](#)

The Royal College of General Practitioners (RCGP) also has guidance for proxy access, including on behalf of children, on their toolkit here: <https://www.rcgp.org.uk/patientonline>; go to the *Records Access* section -

there's a link to 'Proxy Access' and 'Children and Young People'.

There is also information for patients on the [Patient Access support website](#)

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Electronic Prescription Service (EPS) - Phase 4 – what you need to know



EPS currently allows prescribers to send prescriptions electronically to a dispenser of the patient's choice - known as their '*nominated*' dispenser. Electronic prescriptions currently account for around 64% of all prescriptions issued in England.

Paper prescriptions will continue to be available for special circumstances, but it is planned that virtually all prescriptions will be processed electronically.

Patients without an EPS nomination will be given a token (patients may refer to this as a *paper copy* of their prescription) to present at a community pharmacy to obtain their medication. This token will contain a unique barcode which can be scanned at any pharmacy in England to download the prescription from the NHS Spine and retrieve the medication details.

For more information about Phase 4 for prescribers, click here: [Phase 4](#)

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EPS – snapshot reports

Practices in Oxfordshire continue to perform well relative to the national average; this is excellent news and practices are encouraged to make use of EPS where possible. With the advent of Phase 4 coming online (roll-out date to be determined), making use of EPS to deliver a safe and secure method to manage patient prescriptions will become even easier – for practices and patients. Please refer to the links below to see the EPS snapshots for all Oxfordshire GP practices.

All Scripts	% of prescriptions issued by Oxon practices where EPS was used: 76% (national average is currently 74%)	[link]
Repeat Prescriptions	% of Oxon practices scoring over 80%: 95%	[link]
Electronic Repeat Dispensing	% of Oxon dispensing practices scoring over 25%: 15% (national average 14%)	[link]

If you would like any more information about EPS, please contact:

Todd Davidson – Senior Project/Change Manager
SCW

☎ 07557 456 793

Electronic referral service (eRS)

New website address for NHS e-referral service



In response to the Government and NHS Digital's drive to increase accessibility to NHS systems, NHS e-Referral Service (e-RS) will be making changes to its website address for the Professional Application, the Patient Application (MYR – Manage Your Referral) and API endpoints as well as all Partner Test systems. The changes will be going live by early July 2019.

All users of the professional application will need to ensure that any saved links or bookmarks currently in use are updated to point to the new address (ers.nhs.uk) to coincide with the migration (date to be confirmed). This is relevant to users who access e-RS directly via the web page. Integrated system suppliers are already working to ensure the requirements are in place for their systems.

There will be a period in which both the existing and the new link will work together to allow a smooth transition.

Further information can be found here: [Changes to e-referral service](#)

Neurological Rehabilitation Service - Complex Rehabilitation (new guidance)

Oxford University Hospitals have published a new Referral Assessment Service on the electronic Referral Service (e-RS) for the Neurological Rehabilitation Service, based at the Oxford Centre for Enablement. The service contains parts of consultant-led treatment so will be included in the *Paper Switch-off* for e-referrals. For a period of time, referrals which are **not** sent through e-RS will be accepted, however the service will write to the referring clinician advising of the need to send referrals through e-RS. From **1 July 2019, only** e-RS referrals will be accepted and paper referrals will no longer be sent back to the practice to put on e-RS.

Further information on e-RS can be found via the following links:

- [ClinOx](#)
- [e-RS FAQs](#) (NOTE: this contains contact details for any concerns or queries regarding e-RS at both OUHFT & OCCG)
- OUH e-RS guidance document [\[link\]](#)



Tell your patients about the NHS App

The NHS App went live in Oxfordshire on 6 May 2019. The app provides a safe and simple way for people to access a range of NHS Services on their smartphone or tablet. Some of the functionality includes the ability to book appointments, order repeat scripts and view their record – including viewing test results (if they already have this arranged with the practice).

Patients can register and login to the app without support from the practice. The app asks the patient to verify their details as one would expect (e.g. NHS number, DoB, etc); the app then generates a PIN number which patients relay via a video-selfie. Although this sounds difficult, it is in fact easy to undertake.

Practices are now being asked to promote the app to their patients. A variety of resources have been created which can be accessed via the following link: [Promote the App](#). Staff in practices can also watch recorded [webinars](#) which will provide useful guidance to assist with the app's use and advise what practices can be doing now to be best prepared. NHS Digital has advised there will be a national roll-out campaign that will take place in **September 2019**; practices might see a rise in use and questions arising at this time.

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GP referral pro formas

News and release notification June 2019



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.

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.

GPs and other staff should be discouraged from using their own local copies of pro formas as they can miss out on important changes, which may put the patient at risk.

Release of Vision 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'.

June 2019 pro forma updates

Pro forma name	Version	New, or reason for update
2WW Suspected Head and Neck Cancer	v11	<ul style="list-style-type: none"> New fast track neck lump clinics added Advice included to stop anticoagulation if going for FNA
Adult ADHD Referral Form	v1	<ul style="list-style-type: none"> New pro forma to guide appropriate referral of patients for adult ADHD diagnosis or for patients not stable on medication Supports GP appraisal of likely diagnosis using standard questionnaires to screen for ADHD <p><i>Keywords:</i> attention deficit hyperactivity hyperactive MH AMHT CMHT Psychiatry Psychiatric mental behaviour behavioural inattentive inattentiveness impulsive impulsiveness ADD underachievement anxiety depression dyslexia restlessness irritability</p>
Adult Learning Disability Referral Form	v3	<ul style="list-style-type: none"> A pro forma for the Learning Disability Team renamed and updated by the clinical lead Please deactivate the Community Learning Disability Team Referral Form, which this form replaces <p><i>Keywords:</i> dementia epilepsy mental health forensic autism challenging behaviour complex physical health down syndrome special needs</p>
Coroner Referral Pro Forma	v3	<ul style="list-style-type: none"> Email address corrected in contact details box
Integrated Respiratory Team Referral Form	v3	<ul style="list-style-type: none"> A list now shows the practices for which the service is currently available
MSK - Assessment Triage and Treatment Service (MATT)	v17	<ul style="list-style-type: none"> New MSK policy for primary hip and knee surgery states that a patient with a BMI of 35 or more must have been advised to lose weight prior to referral for specialist assessment Healthshare have changed their services on the e-Referral System to a Referral Assessment Service (RAS) system
Oxford Regional Cancer Genetics Service Referral	v3	<ul style="list-style-type: none"> e-Referral Service clinic details added to enable direct referral to triage Formatting improved to support navigation to Narrative of referral letter Instructions modified - patient to return completed questionnaire to the surgery for sending on to the Genetics Service
Paediatric Constipation Referral Form	v3	<ul style="list-style-type: none"> Pathway changed; referrals now directed to the Children's Community Bladder & Bowel Service at Witney Community Hospital
Rapid Access Chest Pain Clinic	v7	<ul style="list-style-type: none"> New protocol for chest pain management if already seen in ED

Tonsillectomy Referral Form

v1

- New pro forma - referral for tonsillectomy for surgical management of recurrent tonsillitis and obstructive sleep apnoea in children and adults

Keywords: throat voice swallowing tonsils tonsillitis OSAHS apnoea hypopnoea breathing

Please email 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
SCW*

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GP IT



PC refresh (update)

There has been an update to the position reported last month. The provision of Windows 10 licences to GP practices has been delayed. However, the existing support arrangement for Windows 7 devices has been extended from January 2020 to January 2021.

This means the GP IT PC Refresh programme will, initially, be a replacement of Windows 7 PCs. Once the Win 10 licences are available, the planned installation of Win 10 devices will resume.

An order for 1,000 PCs has been signed off and the replacement process is expected to begin during July/August.

For further information please contact:

*Steve Walker – Programme Manager
SCW*

☎ 07468 709 512

✉ Steve.walker4@nhs.net

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GP Training

EMIS Web User Groups for June/July



A number of EMIS Web User Group meetings have been arranged in most localities in the coming months. For information about the groups and how to book on to a session, please see the details provided below. This is an opportunity to meet with an EMIS and SCW IT representative to get updates, ask questions and share best practice with other surgery staff.

To book your place, please apply by **email** and let us know which User Group you wish to attend. If you are booking on behalf of someone else please also let us know their name and email address.

We aim to make a group available in your area; however, you are welcome to attend any group that is convenient for you.

Full details for each venue are as follows:

Locality	Venue	Date	Time
Oxon North area	<p>West Bar Surgery 6 Oxford Rd, Banbury OX16 9AD</p> <p>Parking: Please do not park onsite as this is for patients only. On street parking is sometimes available locally. Calthorpe Street West Car Park, OX16 5EX is 6 minutes' walk away and has reasonable charges. There are also parking spaces monitored by Apcoa on Oxford Road that are pay as you go.</p>	Tues, June 25	12:30-2:30pm
Oxon South area	<p>Wallingford Medical Practice Reading Road, Wallingford, OX10 9DU</p> <p>Parking: The parking at this location is now chargeable and can get busy so we recommend car sharing where possible and allowing plenty of time to arrive.</p>	Wed, June 26	12:30-2:30pm
Oxon West area	<p>Windrush Medical Practice Welch Way, Witney, OX28 6JS</p> <p>Parking: There is free parking available in the multi-storey and in the large open air car park behind the surgery. Please be aware that both of these get busy so allow extra time as you may need to wait for space. There is also a small amount of pay and display parking in the hospital car park. Please do not park in front of building as this is for patients only.</p>	Thurs, July 4	12:30-2:30pm
Oxon City area	<p>Cowley Road Medical Practice East Oxford Health Centre, 1 Manzil Way, Cowley, OX4 1XD</p> <p>Parking: This practice has a small pay and display car park used by several organisations within their building and is therefore very busy. We advise using public transport wherever possible. The practice is easily accessible by buses 1 and 5, which stop outside the Health Centre</p>	Thurs, July 11	12:30-2:30pm

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

- Date and course you wish to book

- Practice name
- Names and email addresses of staff who wish to attend
- Attendee's start date, if you are requesting new receptionist training

* This training is funded by your CCG and is free for practices.

Full details will be sent to you once a booking is confirmed.

✉ Training.scwcsu@nhs.net

☎ 0300 123 5678

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Wire is produced by the Digital Transformation Service team at South, Central and West CSU

To give us your feedback, please email scwcsu.dtscommunications@nhs.net

Contact details for your support organisation are as follows:



☎ 01869 811234



☎ 01425 200868

support@abscomputerservices.co.uk

support@healthcarecomputing.co.uk

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

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

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