

WIRE

Keeping Oxfordshire connected



October 2019

Please note: Wire is an interactive document, built so readers can easily view items with a click. All the items available below [underlined and in blue](#) are hyperlinks and should work with a single click.

Please email scwcsu.dtscommunications@nhs.net if there are issues with broken links or they are linking to incorrect information.

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Information Governance



Moving to a new NHS organisation? Don't forget your NHS mail account

If you are moving to another practice or health organisation, contact your IT support provider in advance so they can reassign your NHSmail account to your new organisation and avoid confidential information being disclosed in error.

You should also take the following actions:

- Locally archive any role-related data / emails. Ensure that job-related information that is not stored elsewhere is passed on.
- Set up an Out of Office message with your replacement contact details and where you are moving to if appropriate; e.g. "I am now Practice Manager at London Street Surgery. For any matters relating to Riverside Surgery please contact RiversideSurgeryPM@nhs.net "
- For more NHSmail guidance please visit: <https://support.nhs.net/knowledge-base/>

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EU Exit Webinars

NHS England has been running a series of webinars to help Data Protection Officers (DPOs) with EU Exit preparations. The next webinar is due to take place on:

Date	Time	Registration link
Monday 28 October	2.30 pm	Register here

If you have previously joined one of these webinars there is no need to do so again.

Please note, when joining the webinar you will need to use the 'call me' function rather than dialling in.

Further information has been added to the [FAQ on NHSE's website](#), including:

- activities that DPOs should be undertaking
- details of which data flows will be impacted
- some practical steps for implementing Standard Contractual Clauses
- relevant appropriate safeguards.

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

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Digital Primary Care Transformation Programme



It's good to talk

We would still like to have 1-2-1 conversations with practices to understand your individual requirements as the programme develops, including what you need as PCNs. Please contact us at scwcsu.dtscommunications@nhs.net initially to set up a conversation in a way that suits you.

Some of you would have also received an email with voting options. We wanted to try a different way for you to easily let us know if you need assistance with the NHS App. If this proves useful we will use this mechanism going forward with other updates to help you keep on top of available information. Any other ideas are welcome.

Long Term Plan & GMS Contract must dos - *What are all these traffic lights about?*

Last month we introduced a traffic light system. This was responding to your feedback that it was not always clear what actions needed to be prioritised and acted upon. We have received some positive feedback regarding this but are always keen to hear more, both good and bad, so we can continue to make this easier for you. Please do let us know.

Key:



Things you need to action



Things you can start to do/need to be aware of



For information only

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NHS App. All GP practices using EMIS are now connected to the NHS App. Practices using Vision will be connected soon. It is important to test the system to ensure patient experience is positive.



Set up and activate a test patient on the app.

The patient. The test patient must be aged 16 or over, have an NHS number and account in your clinical system and have patient online services activated (you might already have a suitable account set up). Be sure to record the full name, postcode, linkage key and account ID to use later.

If you do not have a test patient, you can contact testdata@nhs.net to request one.

Set up the patient on the app by doing the following:

- download the NHS App to a mobile device (Apple or android phone or tablet)

- follow the app instruction to set up and activate the account (you will have to refer to the linkage details to complete the process)
- set up an email account for the patient – Gmail, Hotmail, etc
- associate a mobile phone number (which will be used to receive an activation code)
- review the details/information available.

More information can be found at [Getting started with the NHS App: the patient journey](#).



Open up appointments

There is a contractual agreement to make 25 per cent of appointments available for online booking by April 2020. We are aware there will be some national guidance and webinars available in October around online appointments, including information about criteria and sharing best practice. We will cascade this information and the key messages once they are available.

For more information, contact:

Todd Davidson – Senior Project/Change Manager
SCW

☎ 07557 456 793

✉ toddavidson@nhs.net

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eConsult. eConsult is an online triage system that enables patients to submit requests for support via online forms.



We would like to hear from more practices which are ready to start the on-boarding process. Please contact racheljeacock@nhs.net in the first instance if you would like more information about eConsult or the on-boarding process.



We would like to hear from practices interested in piloting the **video functionality**. Please contact racheljeacock@nhs.net if you are interested in assisting with this.



- Oxfordshire CCG has procured eConsult for two years and we are currently undertaking an evaluation of usage so far. This started on 7 October, working with eight of the nine practices which are currently implementing eConsult.
- This will help with the requirement that all patients will have the right to online consultations by April 2020 and video consultations by April 2021.

For more information contact:

Rachel Jeacock – Lead Primary Care Manager
OCCG

✉ racheljeacock@nhs.net

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GPIT Infrastructure



PC refresh and Windows 10 deployment

The GP IT PC and Windows 10 replacement programme has been trialled at 5 practices. A couple of issues were identified that require resolution prior to roll-out.

In particular, a piece of unsupported software which supports the ability of District Nurses to log into their systems from GP premises no longer works satisfactorily under Windows 10. The short term solution to this is to limit the number of computers from where Oxford Health staff can work, to a few devices within any practice. Separate desk-standing card readers will be provided to support these users. A longer term solution will be provided in conjunction with Oxford Health and OUH.

The roll-out programme can now continue as planned. Early feedback suggests that the new computers offer significant speed differences over existing devices.

Practices should expect to be contacted by Healthcare Computing or ABS to discuss scheduling the work. If you would like your practice to be considered a priority location, please contact Floyd Felix on the address provided below.

Floyd Felix – Project Manager
SCW

✉ Floyd.felix@nhs.net

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Docman 10 speed test request

As part of the Docman 10 project we are requesting that you carry out a network speed test. This is a straightforward and simple process, and will allow us to ensure that network speeds are sufficient for Docman 10.

How to carry out a upload 'Speed Test'

1. Go to <https://www.speedtest.net/>
2. Click on 'GO' and wait patiently while your upload speed is measured.
3. Then screenshot your average upload speed for each branch site and send this to tom.baker4@nhs.net.



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National Programme Utilisation (Electronic Prescribing and Patient Online)



Online services utilisation dashboard

To view the monthly utilisation dashboard, which shows the trend lines for the national programmes including Electronic Prescribing (all scripts, repeat prescriptions and electronic repeat dispensing) and Patient Online - please click on the following link: [Utilisation Dashboard](#)

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EPS Snapshot

The current EPS utilisation dashboard can be reviewed via the link above or download a pdf snapshot via the links below.

All Scripts	% of prescriptions issued by Oxon practices where EPS was used: 61.5% (national average is currently 69%)	[link]
Repeat Prescriptions	% of Oxon practices scoring over 80%: 97%	[link]
Electronic Repeat Dispensing	% of prescriptions issued by Oxon dispensing practices via eRD%: 15% (national average: 14.6%)	[link]

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EPS – Phase 4 (update)

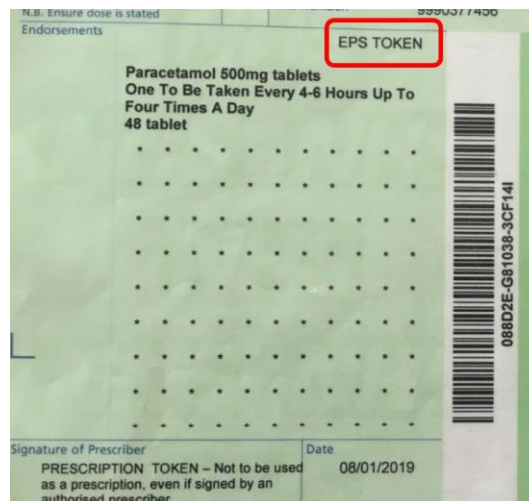


Phase 4 will default all 'non-nominated' prescriptions to be ***signed*** electronically. The patient will get a paper token (see FP10 image below) to take to the pharmacy of their choice, which will then request the prescription from the spine by scanning the token barcode.

In early August, practices were asked to provide information to support the implementation of Phase 4 in Oxfordshire. (Thanks to all practices which provided the information so quickly; if any further action is required, practices will be contacted.)

Additional information and resources are available from the EPS website, which you can access via the following link:

- [Phase 4 for prescribers](#)



More information on Phase 4 will be circulated as it becomes available, so keep an eye out for these communications.

For more information about EPS, please contact:

Todd Davidson – Senior Project/Change Manager
SCW

📞 07557 456 793

✉ todddavidson@nhs.net

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GP referral pro formas



News and release notification October 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 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'.

October 2019 pro forma updates

Pro forma name	Version	New, or reason for update
2WW Breast Clinic	v11	<ul style="list-style-type: none"> Clinic Type for 'symptomatic breast issues' (cancer not suspected) clarified. The Clinic Type presented in eRS is <i>Other Symptomatic Breast (2WW)</i>. 2WW in this context relates to timescale only, and indicates that all breast patients should be seen within 2 weeks. Patients with suspected breast cancer should continue to be referred to: Priority 2WW Specialty 2WW Clinic Type 2WW Breast as at present
2WW Suspected Colorectal Cancer	v17	<ul style="list-style-type: none"> FOB replaced by FIT throughout Enquiry phone calls directed to GI Team 2ww Triage, not 2WW Bureau Wording about triage process clarified Gastroenterology Email Advice row removed Access to OUH services clarified Table determining fitness for bowel prep updated Oral Iron Supplements table removed Form length rationalised
2WW Suspected Sarcoma or Bone Tumour	v10	<ul style="list-style-type: none"> Advice added to the pro forma to ensure that imaging results are supplied with the referral whenever possible
Home Oxygen Assessment & Review Service	v1	<ul style="list-style-type: none"> A new placeholder document showing criteria and contact details to support referrals to the Home Oxygen Assessment & Review Service <p><i>Keywords:</i> respiratory cardiac pulmonary heart lung palliative cluster headaches HOAS LTOT chronic obstructive COPD asthma interstitial ILD</p>
MSK - Assessment Triage and Treatment Service (MATT)	v17.1 EMIS only	<ul style="list-style-type: none"> Corrupted Ethnicity and Main Language merge fields replaced

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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Primary Care Improvement Community Newsletter

NHS England creates and circulates a helpful newsletter for people working in primary care. The newsletter links to a variety of resources - from conferences and webinars to podcasts and downloadable resources. You can access an online version via the following link: [Primary Care Improvement Community Newsletter](#)



(Please note: to get full access to all the resources and articles, you may have to sign up to CONNECT – which is hosted on the NHS Networks portal).

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GP IT Training



IT Training Programme for November and December

The SCW IT Training Team would like to remind those working in primary care about the FREE classroom-based training courses offered as part of the SCW IT Training Programme 2019/20.

Please find below a list of courses and dates for the next two months. All sessions will be located at Jubilee House in Oxford, OX4 2LH.

Each session is limited to six attendees, with the exception of Medical Terminology which has space for 12 attendees. Please find the details for each course linked below.

November

Course	Duration	Date	Time
EMIS Receptionist New Starter	3 hours	Tuesday 05/11/2019	10am – 1pm
EMIS Clinical Coding Introduction	3.5 hours	Monday 11/11/2019	10am – 2pm
Basic EMIS Searches and Reports	3 hours	Monday 18/11/2019	9.30am – 12.30pm
Intermediate EMIS Searches and Reports	3 hours	Monday 18/11/2019	1.30pm – 4.30pm

December

Course	Duration	Date	Time
EMIS Receptionist New Starter	3 hours	Monday 02/12/2019	10am – 1pm
EMIS Protocols and Concepts	4 hours	Monday 09/12/2019	10am – 2.30pm
EMIS Notes Summarising	3 hours	Wednesday 18/12/2019	10am – 1pm

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

To arrange training, please contact the IT Training Admin Office and include the following information:

- Date and course you wish to book
- Practice name
- Names and emails for staff who wish to attend

We will keep you up to date with details of our classroom-based training programme which will continue to run throughout the year.

GPIT Training

SCW



0300 123 5678



scwcsu.training@nhs.net

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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

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>

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