**NEW: 15.05.2020**

There have been a number of updates from IM&T and THIS, around remote working and accessing support which we have collated into this summary document. Also, a reminder that staff are able to access support to work from home using their own laptops/PCs.

1. **VDI Testing with S1 Clinical Systems**

At present, VDI only gives access to shared drives / desktops and excludes the clinical system.

**If any practice would like to trial the VDI product with the Clinical system access (S1), please contact Lisa Hall/Ian Wightman.**

1. **Copy of email sent 3rd April 2020 in Key Messages**

**\*\*Email sent on behalf of Ian Wightman\*\***

Dear All

First of all thank you for your patience with the IT delivery of the new remote technologies; we recognise that this is extremely frustrating for clinicians and corporate staff alike.

It is immensely difficult to roll out new technologies correctly first time without testing and in such a short time. Often the dilemma is do you push out the technology without testing, knowing there will be issues or wait for a fully test version. Both ways cause frustration.

I would, before I proceed, like to thank the IT team and the whole team of our IT delivery partners the THIS for their extraordinary team effort in supporting these complex requirements to date in an incredible short space of time.

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| **Update - Remote access services** |

1. **Cisco ‘Any Connect’  for use on NHS /CCG supplied Laptops ONLY**

A new version and new network has been developed which users must update to – This new version can accommodate 2,500 concurrent users (a second new version is being built presently which will also accommodate a further 2,500 concurrent users.

This solution will provide those with on NHS /CCG supplied Laptops a secure log-on and access to; emails, shared drive, the internet and clinical systems [with legitimate rights].

There are however, 3 main logistical aspects that are limiting its widespread uptake. In order to establish an upgrade on the laptop – the laptop must;

1. Be connected to the internet
2. Be connected to the existing ‘Any Connect’ service [We recognise this is challenging at present but it is the only way the software can be upgraded – please keep trying to log onto the existing ‘any connect’ until successful– [once logged on please stay on until a dialogue box appears]
3. A back office function [ by the THIS team]  requires completion before the upload can commence. The THIS team are vigorously uploading users profiles which is unfortunately a manual process

Once the upload has occurred and the end user has followed the instruction guide attached they will be connected to the new solution and free up space for the next users to upgrade.

It is expected that over the course of this week all users will have had the ability to upgrade

1. **RedCentric Remote Solution** **for use on home windows PC/Laptops ONLY it is not intended for users to have both the Any Connect and RedCentric solution – and is only provided to those without an NHS/CCG laptop.**

This Solution provides access at home to the clinical IT systems

There are however, 2 main logistical aspects that are limiting its widespread uptake

1. The end user requires a smartcard reader – Issue exist around the deployment of these which is being agreed and discussed with local sites to each CCG
2. The end user is required to download software from the internet onto their device (the clinical system and smartcard reader software, etc)

If you have any interest in taking up this solution please contact Ian Taylor ([Ian.Taylor@this.nhs.uk](mailto:Ian.Taylor@this.nhs.uk)), who will provide you with the details and requirements

1. **The VDI solution:** This solution is only presently suitable for Corporate CCG staff as clinical systems cannot yet be accessed via this solution – although it is being worked upon.

Guidance details have been previously provided to staff

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| **Update Other IT services** |

1. **Hardware The CCG/THIS have deployed in the last 2 weeks to GP practices**
   1. New Laptops –over 200 laptops
   2. Web cams = Over 400

There are very limited numbers of both these items in stock and in the supply chain - we have ordered 875 more laptops, 300 keyboards, and seeking additional support from NHSE to source headsets, webcams, keyboard covers for Hot hubs and smart card readers.

1. **Hot Hubs** – over 11 ‘hot hubs’ across the CCGs have been established and set up in the last 7 days

**Other points**

The team has continued to support the practices with Guidance on S1 units - Online consultations, Video conferencing, National reporting requirements against COVID-19 (DQ team)

Transfer of clinical practice ownership, closing down of clinical sites and to a level the continuation of BAU IT provision.

**The THIS service Desk and technicians**

**The Service Desk:**   have been working to ensure they can operate appropriately in this current climate. Please be mindful of this when calling.  Please only escalate any issues if they are of a critical basis.

**Technicians on site:**  All non-essential work will cease with immediate effect.  Our technicians will now only attend site for a high priority/ business critical basis.  From now on our primary basis for any fix will be via a remote method.  Please could we ask that all requests are filtered on this basis.  Again please only ask for an on-site attendance if it is business critical to patient care or your overall operation.

This is a challenging time for all with unprecedented IT requirements and at a time where all services have a resource and capacity reduction due to the current climate (IT included)

We thank you for your patience and strive to continue to provide you with a service.

**Ian**

**Ian Wightman**

**Head of IM&T**

**Calderdale CCG, Greater Huddersfield CC, North Kirklees CCG and Wakefield CCG**

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1. **Supporting Documents**

| **Area** | **Information** | **Link/**  **Attachment** |
| --- | --- | --- |
| **GP Connect** | GP Connect and CCAS has its own summary document – see links below  Slides from recent webinar 11.5.2020 |  |
|  | Recent email around the new draft guidance |  |
| **Laptops** | PCN Laptop Allocation and Distribution – email send out 16.4.2020 |  |
| **Microsoft Teams** | Crib Sheet |  |
|  | Comms update and Guidance |  |
| **THIS** | Update on THIS IMT Support available |  |
|  | Easter Availability |  |
|  | Covid Priorities |  |
| **Remote Access Options** | Cisco Any Connect |  |
|  | RedCentric Solution for use on home windows PC/Laptop  **This Solution has provides access at home to the clinical IT systems** |  |
|  | VPN – Update on new VPN Guidance was shared on 3rd April |  |

1. **GP Connect & CCAS**

**LINK to the GP Connect and CCAS Summary Document:**

[**https://www.calderdaleccg.nhs.uk/summary-documents/**](https://www.calderdaleccg.nhs.uk/summary-documents/)