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| **Update for System Digital Leads in the North Regions** |  |
| **Number 10 – 8 June 2020** |
| This brings together recent key announcements, guidance and resources. For past copies and consolidated intelligence, visit our FutureNHS collaboration space [Digital Transformation – North Regions](https://future.nhs.uk/COVID_DT_North/grouphome) |
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# 1. Technical updates from NHS Digital

## Updated Data Protection Impact Assessment (DPIA) – 4 June

The DPIA covering the NHSmail live service with O365 (including Teams, Streams, OneDrive and SharePoint) has been published at: [*https://support.nhs.net/knowledge-base/data-protection-impact-assessment/*](https://support.nhs.net/knowledge-base/data-protection-impact-assessment/)

## Smartcard Users - Notification of Planned Essential Maintenance

The Care Identity Service (CIS), the system for authenticating, registering and issuing NHS Smartcards, will be relocating services between data centres on Wednesday 17 June 2020 to undertake essential maintenance work. Maintenance Window: 18:30 to 23:59 Wednesday 17 June 2020. During this time users will be unable to create, renew or modify cards. Authentication, Directory and Portal services will still be available. Users of the BT Identity Agent client may be required to restart their client to re-authenticate with their smartcard. The BT IA client is [*no longer supported*](https://digital.nhs.uk/services/spine/spine-technical-information-warranted-environment-specification-wes) by NHS Digital and migration needs to be completed to a supported version to avoid maintenance impact and for improved functionality.

## New NHS SBS framework to help protect NHS against cyber threats

This [cyber security services framework](https://www.sbs.nhs.uk/fas-cyber-security-services) is a new framework which offers a complete range of external support services to help NHS and wider public sector organisations manage cyber risks and recover in the event of a cyber security incident. The framework has been developed in partnership with NHS Digital and the National Cyber Security Centre (NCSC).

# 2. Primary care

## Updated guidance and standard operating procedures

[General practice in the context of coronavirus (COVID-19) Version 3](https://www.england.nhs.uk/coronavirus/wp-content/uploads/sites/52/2020/03/CO485-COVID-19-Primary-Care-SOP-GP-Practice-V3-29-May-2020.pdf). It includes key principles around remote triage, consultations and working remotely. There is a link to [Remote Working in Primary Care Guidance for GP Practices during COVID-19 Emergency Response](https://www.england.nhs.uk/coronavirus/wp-content/uploads/sites/52/2020/03/C0165-remote-working-in-primary-care-gp-practices-during-covid-19-v1.2.pdf) (30th March) and [advice on establishing total triage](https://www.england.nhs.uk/coronavirus/wp-content/uploads/sites/52/2020/03/C0098-Total-triage-blueprint-April-2020-v2.pdf) (April) and [guidance on the NHS e-Referral Service (e-RS)](https://digital.nhs.uk/services/e-referral-service/e-rs-features-that-may-help-with-managing-patients-referrals).

## Principles of safe video consulting in general practice during COVID-19 – 29 May

This [guidance](https://www.england.nhs.uk/coronavirus/wp-content/uploads/sites/52/2020/03/C0479-principles-of-safe-video-consulting-in-general-practice-updated-29-may.pdf) is from NHS England and Improvement and the Royal College of GPs.

## Electronic repeat dispensing: patient consent and resources for roll out – 4 June

This [letter](https://www.england.nhs.uk/coronavirus/wp-content/uploads/sites/52/2020/03/C0546-electronic-repeat-dispensing-letter-4-june-2020.pdf) to GPs, community pharmacists and their commissioners explains practices in England may transfer any clinically suitable patient onto eRD if they are already receiving, or have agreed to receive, electronic prescriptions. The requirement for patient consent is suspended until 30 June 2020. The letter highlights good practice, information and tools to support roll out of eRD.

## **Flexible access to essential digital tools for community pharmacy teams**

Community pharmacists and pharmacy technicians will be able to access the core national digital tools including the [Shielded Patient Flag](https://generalpracticebulletin.createsend1.com/t/d-l-mhinjl-l-h/) (SPF), [Summary Care Record](https://generalpracticebulletin.createsend1.com/t/d-l-mhinjl-l-k/) (SCR), the [Electronic Prescription Service](https://generalpracticebulletin.createsend1.com/t/d-l-mhinjl-l-u/) (EPS) and the [Patient Demographic Service](https://generalpracticebulletin.createsend1.com/t/d-l-mhinjl-l-o/) (PDS) from any community pharmacy in England by Friday 5 June 2020. Temporary smartcard positions have been created by NHS Digital that will provide additional flexibility to approximately 19,000 pharmacists and over 3,500 pharmacy technicians for an initial 12 months. The new position has already been granted to existing locum pharmacists and pharmacy technicians to ensure consistent access to SCR from wherever they are working. This work is being done centrally, with no action required by individuals.

## **Summary Care Record (SCR) additional information and COVID-19 codes**

Under new COVID-19 policy arrangements, over 21 million patient SCRs have so far been enriched to include [additional information](https://generalpracticebulletin.createsend1.com/t/d-l-mhinjl-l-b/). This does not include patients who have previously informed the NHS that they do not want an SCR or additional information to be shared.  There will also be a temporary change to [include COVID-19 specific codes on SCRs](https://generalpracticebulletin.createsend1.com/t/d-l-mhinjl-l-n/). Users of the SCR application and SCR 1-click will be made aware of specific, suspected and confirmed COVID-19 information by a message box displayed within the SCR.

# 3. COVID-19 restoration of community health services for children and young people: second phase of NHS response – 3 June

This [letter and annex contains guidance on the restoration of community health services for children and young people](https://www.england.nhs.uk/coronavirus/publication/covid-19-prioritisation-within-community-health-services-with-annex_19-march-2020/). There are several references to considering virtual support.

# 4. After-care needs of inpatients recovering from COVID-19 – 5 June

This [guidance](https://www.england.nhs.uk/coronavirus/publication/after-care-needs-of-inpatients-recovering-from-covid-19/) supports primary care and community health services to meet the immediate and longer-term care needs of patients discharged following an acute episode of COVID-19, by describing the typical expected health care needs of these patients, post-discharge. It covers virtual training, support and care.

# 5. Updated guidance on NHS support for patients who are shielding – 4 June

This [letter from Ruth May and Professor Stephen Powis provides updated guidance](https://www.england.nhs.uk/coronavirus/publication/guidance-and-updates-for-gps-at-risk-patients/).

Annex B sets out 9 actions that the NHS should continue to take or implement now, if not already in place. Systems (STPs/ICSs) have the overall lead responsibility for ensuring that these actions are fully in place in their geography. One action is to: ‘*Provide NHS care at home, wherever possible; virtually or online by preference. This includes GP and hospital outpatient appointments, e.g. using tools such as AttendAnywhere. Particular focus should be paid to supporting those who may have the greatest challenges in accessing care remotely, to reduce health inequalities. Where remote service delivery is not possible, it should be via safe (i.e. infection controlled) general practice or community health service home visiting where clinically necessary. Systems should expand and resource all relevant home-based services, such as a home-visiting phlebotomy service*.’

# 6. NHS Providers on the impact of COVID-10 on mental health trusts in the NHS

This [briefing](https://nhsproviders.org/media/689590/spotlight-on-mental-health.pdf?utm_source=The%20King%27s%20Fund%20newsletters%20%28main%20account%29&utm_medium=email&utm_campaign=11578185_NEWSL_HMP%202020-06-05&dm_i=21A8,6W5S9,NT49UV,RPPUN,1) from NHS Providers sets out the immediate challenge of Covid-19 for mental health trusts, how the sector has responded and what is needed to navigate the next phase.

# 7. COVID-19: [number of outbreaks in care homes -](https://www.gov.uk/government/statistical-data-sets/covid-19-number-of-outbreaks-in-care-homes-management-information) 4 June

This [dataset is derived from reports to Public Health England of infectious disease outbreaks in care homes](https://www.gov.uk/government/statistical-data-sets/covid-19-number-of-outbreaks-in-care-homes-management-information): weekly number and percentage of care homes reporting a suspected or confirmed outbreak of COVID-19 to PHE by local authorities, regions and PHE centres.

Health Foundation analysis of deaths amount care home residents - [Do all care home residents face an equal risk of dying from COVID-19?](https://www.health.org.uk/news-and-comment/charts-and-infographics/do-all-care-home-residents-face-an-equal-risk-covid-19) Once the number of care home beds in each region are taken into account, it appears that care homes in northern England and London have had more deaths relative to the number of care home beds than other areas.

# 8. Disparities in the risk and outcomes of COVID-19

## Public Health England review of surveillance data – 2 June

This [descriptive review of data](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/890258/disparities_review.pdf) confirms that the impact of COVID-19 has replicated existing health inequalities and, in some cases, has increased them. The regional pattern in diagnoses rates and death rates in confirmed cases among males were similar. London had the highest rates followed by the North West, the North East and the West Midlands. For females the North East and the North West had higher diagnosis rates than London while London had the highest death rate in confirmed cases.

## Next steps for government work on COVID-19 disparities announced – 4 June

Following the release of the Public Health England review, the Government’s Equality Hub will: review the effectiveness and impact of current actions being undertaken by relevant government departments and their agencies; commission further data, research and analytical work; consider where and how the collection and quality of data into the disparities can be improved; consolidate and develop the qualitative insights from stakeholder engagement; and, strengthen and improve public health communications.

Also out:

## ONS Coronavirus and the social impacts on Great Britain - 5 June

Indicators from the Opinions and Lifestyle Survey covering the period 28 May to 31 May 2020 to understand the impact of the coronavirus (COVID-19) pandemic on people, households and communities in Great Britain

# 9. Resources to support place-based approaches to reducing health inequalities

PHE has worked in collaboration with the Local Government Association (LGA), Association of Directors of Public Health, NHS England and NHS Improvement to [collate a suite of resources to support place-based approaches to reducing health inequalities](https://www.local.gov.uk/our-support/coronavirus-information-councils/covid-19-service-information/covid-19-public-health) . This document gives an [overview of the resources](https://www.local.gov.uk/sites/default/files/documents/COVID-19%20place%20based%20approach%20to%20reducing%20health%20inequalities%20overview_0.pdf) which include COVID-19 Data tools to support local areas

Also:

NHS England and NHS Confederation have [launched a new expert research centre to investigate the impact of race and ethnicity on people’s health](https://www.england.nhs.uk/2020/05/nhs-england-and-nhs-confederation-launch-expert-research-centre-on-health-inequalities/). The NHS Race and Health Observatory, which will be hosted by the NHS Confederation.

# 10. Addressing the impact of COVID-19 on BAME staff

Last week’s update highlighted the new NHS England and Improvement web page which sets out the [key areas of focus for NHS England and NHS Improvement](https://www.england.nhs.uk/coronavirus/workforce/addressing-impact-of-covid-19-on-bame-staff-in-the-nhs/). This

[briefing update for stakeholder organisations](https://www.england.nhs.uk/coronavirus/publication/addressing-the-disproportionate-impact-of-covid-19-on-bame-staff-briefing-update-for-stakeholder-organisations-29-may-2020/) (29 May) gives a little more detail on good practice case studies (see below) and ensuring infection prevention and control education is inclusive for all.

# 11. Staff well-being

## Safe working for all NHS staff through COVID-19: Case studies – 5 June

[Case studies](https://www.england.nhs.uk/coronavirus/publication/safe-working-for-all-nhs-staff-through-covid-19-case-studies/)

## Improving staff awareness of information and guidance around COVID-19

NHS England and Improvement is [calling on all hospital trusts and other healthcare providers](https://www.england.nhs.uk/2020/06/nhs-urges-trusts-to-raise-awareness-around-covid-19/) to ensure additional information and guidance around social distancing, hand hygiene and PPE measures are widely promoted and accessible to staff working at all levels within their organisation, including through appropriate use of digital technology.

## Updated risk assessment guidance

NHS England and NHS Improvement has [welcomed the publication of updated risk assessment guidance](https://www.england.nhs.uk/2020/05/nhs-england-and-nhs-improvement-welcome-publication-of-updated-risk-assessment-guidance/) which provides practical measures to advance the way risk assessments are carried out for BAME, at risk and other vulnerable staff groups working across the NHS. The guidance, available on the [NHS Employers website](https://www.nhsemployers.org/covid19/health-safety-and-wellbeing/risk-assessments-for-staff) and signposts to a number of other resources and toolkits – carried out by trusts and external organisations, including guidance from the [Health and Safety Executive](https://www.hse.gov.uk/simple-health-safety/risk/index.htm).

# 12. Evaluating digital health products – 2 June

A [collection of resources](https://www.gov.uk/government/collections/evaluating-digital-health-products) from Public Health England. It includes things to consider when developing and evaluating digital health products at speed. [Rapid evaluation of digital health products during the COVID-19 pandemic](https://www.gov.uk/guidance/rapid-evaluation-of-digital-health-products-during-the-covid-19-pandemic) from the 13 May 2020

# 13. Think tanks on restart and recovery

Nuffield Trust - [**Here to stay? How the NHS will have to learn to live with coronavirus**](https://www.nuffieldtrust.org.uk/resource/here-to-stay-how-the-nhs-will-have-to-learn-to-live-with-coronavirus) This new discussion paper based on discussions with leaders by Nigel Edwards looks at the realities the health and care systems will now begin to face.

NHS Confederation’s Reset Initiative – [series of blogs](https://www.nhsconfed.org/supporting-members/nhs-reset/blogs) included one by Richard Stubbs from Yorkshire and Humber AHSN.

HSJ Comment - [The NHS in the time of covid: what happens next](https://www.hsj.co.uk/comment/the-nhs-in-the-time-of-covid-what-happens-next/7027788.article?mkt_tok=eyJpIjoiTURrd05UTXpZV0UwWlRGbCIsInQiOiJWeW9aNkw3NDZha3NtU24yQlNDMnVJWmh2RHpkM0ZBblVjc0ZEbXpTVjRyUkNDR3JXTEQ5OHppWVVNeUZyTXNWalBNeGNHVk9QKzNneHBMQjU2TkpYWWY5M0RPZ3RmZTJmTUJGbE53NE1cL2w3RVpzbDIxb29TSWRDY05NTEdMbGkifQ%3D%3D) by Alastair Mclellan 8 June 2020

The Health Foundation Covid-19 survey. This [report](https://www.health.org.uk/sites/default/files/2020-06/Health-Foundation-polling-contact-tracing-app-May-2020.pdf?utm_source=The%20King%27s%20Fund%20newsletters%20%28main%20account%29&utm_medium=email&utm_campaign=11573371_NEWSL_HWB_2020-06-08&dm_i=21A8,6W22J,NT49UV,RPRQ0,1) contains polling data from Ipsos MORI that reveals the UK public’s awareness of and attitudes towards the planned smartphone app. It warns that the government’s delayed contact-tracing app has the potential to exacerbate existing health inequalities, leaving some people at greater risk of Covid-19 than others.

# 14. Upcoming webinars

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**a. Digital primary care -** for their past and upcoming [webinar series and recordings](https://future.nhs.uk/DigitalPC/view?objectID=18935312).

**Digital Nurse Network and Care Homes**

The session will focus on the role of nurses in supporting care homes during COVID-19, and discussions will include weekly care home virtual check-ins and proxy access.

Date: Wednesday 10th June  
Time : 1:00 – 2:00pm  
[Register here](https://www.events.england.nhs.uk/events/digital-nurse-network-webinar-fifteen)

**Digitally Excluded Communities - How to support patients with getting online**

Clinical Nurse Advisor Ann Gregory will be sharing work she has been doing at her GP practice, including:

·         Supporting patients to get online

·         Overcoming challenges

·         Innovative ways of encouraging uptake of online services

·         Supporting vulnerable patients  
Date: Thursday 11th June  
Time: 4:30 - 5:00pm   
[Register here](https://www.events.england.nhs.uk/events/digitally-excluded-communities-how-to-support-patients-with-getting-online)

Proxy Access for Patients at GP Practices  
Date: Thursday 18th June  
Time: 4:30 - 5:00pm   
[Register here](https://www.events.england.nhs.uk/events/proxy-access-for-patients-at-gp-practices)

**b. Digital health**- for their [webinar series and recordings](https://www.digitalhealth.net/covid-19/)

[Digital Responses to Covid-19: North East Regional Focus](https://www.digitalhealth.net/events/digital-responses-to-covid-19-north-east-regional-focus/)

10 June 2020  
15:00 - 16:00

[Digital responses to Covid-19 – How to Safely Connect Patients to Families: A Digital Solution for COVID-19](https://www.digitalhealth.net/events/digital-responses-to-covid-19-connecting-patients-to-families-and-care-providers-a-digital-solution-for-c-19/)

19 June 2020  
12:30 - 13:30

**c. Joint Mental Health, Learning Disability and Autism webinars**

Every Tuesday each week, the cell runs two webinars to update colleagues and answer key concerns and feedback:

* one led by Claire Murdoch with the Chief Executives of mental health trust
* the second for providers and stakeholders, including the independent and third sectors. To register to participate in this sector-wide webinar please email: [england.mhldaincidentresponse@nhs.net](mailto:england.mhldaincidentresponse@nhs.net)

**IAPT**: The national IAPT team delivers a series of weekly webinars focusing on the treatment of specific conditions in the context of COVID-19 and remote delivery.

**Children and Young People’s Mental Health Services - Remote Clinical Working Webinar:** Please email england.cyp-mentalhealth@nhs.net for access and information.

**Learning Disability and Autism weekly webinar**

For national partner organisations, a webinar is held on Wednesdays with learning disability and autism stakeholder organisations, to collaborate and share ideas and responses to COVID-19. If you think this webinar is relevant for you and your organisation, please email [miranda.askew@nhs.net](mailto:miranda.askew@nhs.net)

Mental Health and the Workforce – Wed 17th June at 1pm

[Learn more](https://www.govconnect.info/nhs-staff-health)

[Register](https://event.webinarjam.com/register/4/pyqkmf3)

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| This free webinar, chaired by **Dr Phil Moore** will be led by **Dr David Smart**, a practising GP with over thirty years’ experience, and **Dave Smithson**, Operations Director of Anxiety UK. It will feature interviews from NHS colleagues from the frontline on how COVID19 has affected them, their coping strategies, their worries for the future and positive learning that can be taken from this crisis. This will give a real-time perspective on how stressful and exhausting this time has been. |