

Securing Excellence in IT Services Operating Model for Community Pharmacies, Appliance Contractors, Dental Practices and Community Optometry

Key Facts

December 2012

Introduction

1. Primary Care Trusts (PCTs) provide support services and assurance for use of national IT services for Community Pharmacy, Appliance Contractors, General Dental Practices and Community Optometry (primary care contractors) and therefore the safe transfer of these functions into the new commissioning system is highly important to ensure business continuity.
2. The NHS Commissioning Board (NHS CB) becomes accountable for delivery of primary care information services on 1 April 2013.

The operating model: responsibilities and accountabilities

3. The NHS CB will commission access to national IT services for these primary care contractors where there is a policy directive⁽¹⁾. As part of this it will need to provide support and assurance linked to these services. The NHS CB through its regional/area teams may choose to deliver these functions itself or make arrangements for Commissioning Support Units (CSUs) or any other IT provider, to deliver them.
4. As the NHS CB commissions the provision of service from these primary care contractors, it will need to provide the support services for and assurance from these contractors to use national IT services such as Electronic Prescription Service (EPS); NHS mail. As part of this, the NHS CB is directly responsible for:
 - **National Systems Implementation** by supporting planning and co-ordination to access national IT services to improve services
 - **Core Administrative Services** by providing access to NHS mail and administering password resets
 - **Registration Authority** for all primary care contractors where required to support national IT systems (administration of access to clinical and business systems)

⁽¹⁾ Policy directive encompasses commitments from the NHS Commissioning Board and from the Secretary of State's mandate to the NHS CB

- **Clinical Safety and Assurance** to assure safe use and deployment of clinical systems (adherence to dataset change notices)
 - **Information Governance** IT advice & guidance to assist the contractors obligations for Information Governance Toolkit (IGT) compliance
 - **Miscellaneous** administration of any necessary stationery (eg dispensing tokens)
5. The operational delivery of these support services and assurance will be incorporated into the NHS CB's operating arrangements, through its regional/area teams. GP IT services will be managed by clinical commissioning group on behalf of the NHS CB.
 6. The NHS CB will continue to set the overall direction, standards, strategy and budgets.
 7. The NHS CB through its regional/area teams may choose to deliver these functions itself or make arrangements for Commissioning Support Units (CSUs) or any other IT provider, to deliver them.
 8. Any service provider appointed by the NHS CB will have to deliver to a set of quality standards, including compliance with Information Governance Toolkit (IGT), determined by the NHS CB.
 9. Any local IT provider appointed by the primary care contractor will have to support their primary care contractor to deliver this set of quality standards to enable compliance.
 10. In some cases where PCTs, at their discretion, have funded the adoption of national IT services for primary care contractors where a national directive is not in place (for example Summary Care Record to community pharmacies and EPS to dental practices), the NHS CB through its regional/area teams will manage these legacy arrangements from PCTs through transition subject to review going forward.
 11. Primary care contractors requiring access to national IT services to meet local strategic initiatives to improve service delivery will seek approval from the NHS CB through its area teams to agree financial arrangements and responsibilities.
 12. The NHS CB's regional and area teams will be responsible for:
 - Commissioning of CSUs, any other IT provider, or may choose to deliver the service themselves, for planning and local implementation support for utilisation of national IT services (eg EPS); smartcard issue service; access and support to NHS mail, advice and support for completing Information Governance Toolkit for IT related sections and miscellaneous administration of any required stationery.

- Ensure equitable provision of information and support is applied across local health community to support a level playing field when deploying national IT services (in particular EPS).
 - Oversee adherence for clinical safety and assurance requirements of ISB0160 (DSCN 18/2009) 'Management of Clinical Risk relating to the deployment and use of health software' are met.
 - Manage investigations and resolve possible security breaches and incidents due to non compliance of smartcard security policies.
 - Will be responsible for ensuring that primary care contractors and any IT service provider appointed by the NHS CB will comply with their contractual obligations.
13. Primary Care Contractors will remain responsible for local implementation of National services and will provide the necessary support services including training, associated hardware and network services. They will be free to choose any local IT delivery organisation.
14. If there is any additional software installed on NHS networks that may have an impact on core IT operations, the necessary approvals will need to be sought from the NHS CB through its area teams.
15. National systems and services will be developed and delivered by the Health and Social Care Information Centre (HSCIC) for local implementation by Primary Care Contractors IT supplier.
16. IT assets and business support systems funded entirely by these Primary Care Contractors are not covered by these arrangements.

Finance

17. The NHS CB will be responsible for the management of revenue and capital budgets. Current contract funding arrangements will be continued and will be based on 2012/13 expenditure levels. Overall funding will not exceed 2012/13 flat cash expenditure.
18. Central payments associated with use of nationally compliant pharmacy systems for EPS release 1 and 2 will continue to be provided through the NHS Business Services Authority.
19. IT asset ownership and their replacement continue to be the responsibility of the primary care contractors.

Next steps

20. In the coming weeks, the NHS CB will provide more detail to support implementation of these primary care contractor arrangements including the transfer of common operating procedures for support services and assurance to meet the use of national IT services
21. The NHS CB is working with stakeholders to develop common operating policies and procedures to support regional and area teams, including contractual management frameworks and guidance on dealing with concerns about individual performance, issues and incidents.
22. The new arrangements as described in the operating model will be kept under review. The NHS CB will ensure they are achieving what they are designed to do within the context of the emerging commissioning system.

Further information

23. The GP IT services operating model is set out in *Securing Excellence in GP IT Services*
24. If you have any questions about the future arrangements please contact:
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