

Securing Excellence in IT Services Operating model for Armed Forces and their Families Health Services

Key facts

March 2013

Introduction

1. To date the commissioning of secondary care and community services for Armed Forces (AF) personnel and their families that are registered with a Ministry of Defence Medical Service (DMS) general practice has not been an explicit activity.
2. Secondary care and community services for serving personnel have been commissioned and provided by the NHS, whilst DMS has provided primary care and some specialist community services (mental health, musculoskeletal rehabilitation, and occupational medicine). Dental services, secondary care and community services for those families registered with DMS practices has been commissioned and provided by the NHS, whilst DMS has provided GP services only.
3. PCTs have been responsible for commissioning all care for Veterans, Reservists and all families registered with non DMS practices.
4. From the 1st April 2013 the NHS Commissioning Board (NHS CB) will be responsible for the commissioning of secondary care and community services for AF serving personnel and families registered with a DMS practice. The Ministry of Defence (MoD) will continue to provide GP, dental and some specialist community services for AF serving personnel and GP services only for those families registered with a DMS practice.
5. Clinical Commissioning Groups (CCGs) will be responsible for commissioning all services for veterans, reservists and families not registered with a DMS practice as they are best placed to commission these services.
6. The safe transfer of the supporting IT infrastructure and services to support these functions into the new commissioning system is critical to ensure business continuity.

The operating model: responsibilities and accountabilities

7. From an IT perspective, the NHS CB, MoD and CCGs will require adequate assurances from the commissioned service providers that their IT arrangements

are compliant to enable information exchange and will deliver to a set of quality and safety IT standards as determined by the NHS CB. Ensuring the provision of these services for AF personnel is no different than any other service commissioned for NHS patients.

8. Secondary care, community services, private or 3rd sector service providers will give assurances they are able to deliver commissioned services with arrangements for IT support which ensure:
 - the resilience and security of the IT services,
 - compliance with safety standards,
 - the security and governance of clinical data,
 - the eligibility to use the systems and services required
9. Any IT service provider appointed by the commissioned service providers will have to deliver to a set of quality and safety IT standards, including compliance with Information Governance Toolkit (IGT), clinical safety and assurance, network security, registration authority services, as determined by the NHS CB.
10. DMS requiring access to national IT services will commission provision through the NHS CB regional/area team. DMS will remain responsible for implementation of national IT services and for their local IT provision to support their service; they will be free to choose any local IT delivery organisation. This will include training, associated hardware and network services.
11. Once IT requirements are agreed between the NHS CB and DMS, the NHS CB will be responsible for commissioning connectivity of the DMS GP IT system to the NHS national infrastructure to utilise national applications for administering and exchanging information for serving AF personnel and those families registered with a DMS practice. The Health and Social Care Information Centre (HSCIC) will assure the connection of DMS patient administration systems to national IT services.
12. The NHS CB (Primary Care) is also responsible for directly commissioning a number of Family Health Services (FHS) for the general population (including Veterans, Reservists and AF Families). In addition, the NHS CB is responsible for directly commissioning a FHS service (known as Patient Registration Service, PRS) for AF patients and families registered with DMS, which manages the entry and exit to MoD of the medical records of the AF patients (upon recruitment and upon their exit from the AF) and of the families registered with DMS. Service providers should provide business support to DMS in managing the entry and exit to MoD of the medical records.
13. The NHS CB (Primary Care) in order to support the PRS, is responsible for commissioning HSCIC for IT services associated with transferring patient records between NHS and the MOD. This encompasses provision of IT and ongoing maintenance of the national infrastructure components of the National Health Agency Information Service (NHAIS).
14. The Health and Social Care Information Centre (HSCIC) will continue to develop and deliver national IT services for local implementation by the secondary care

service provider and DMS along with the corresponding contract management support services commissioned by the NHS CB (Primary Care and Armed Forces Health).

15. Where changes to the national Health IT systems are required, the necessary approvals will need to be sought through the NHS CB, by the Health and Social Care Information Centre.
16. IT assets and business support systems (funded, commissioned and provided) entirely by directly commissioned services providers and/or DMS are not covered by these arrangements.
17. The NHS Commissioning Board (NHS CB), in addition to monitoring the overall commissioning of AF services and direct commissioning of specialist services, will continue to set overall direction, standards, strategy, budgets and maintain national infrastructure. The operational delivery of these arrangements will be incorporated into the NHS CB's operating arrangements, through its national, regional and area teams.
18. The CCG and NHS CB, through its area teams, will be responsible for compliance monitoring and ensuring that all parties comply with their contractual obligations. The CCGs (or through their CSU) will therefore require the expertise to ensure the directly commissioned service providers are able to provide the necessary assurance of their arrangements for IT to enable them to be held to account if not delivered. Where a situation may arise that cannot be resolved, the CCG will pass to the NHS CB to take remedial action for non compliance to ISB 0160 (DSCN 18/2009) for safe use of healthcare systems.

Finance

1. The NHS CB will continue to commission maintenance of the DMS Patient Registration Services agency agreement.
2. The NHS CB will continue to commission IT and support services with HSCIC based on current agreements of providing:
 - Provision to DMS with specialist technical support to develop connectivity of DMS systems to the national Spine, Choose and Book, SCR, EPS, SUS and HES
 - Maintenance of the dedicated NHAIS server so that the national systems recognise the AF patients and their registered DMS Medical Centre.
3. The operating budget for local IT system and support services provision, implementation of national systems, asset ownership and replacement programmes continues to be the responsibility of the service provider and MoD, for services they will continue to provide.

Next steps

4. 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

5. If you have any questions about the future arrangements please contact:
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