

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

Frequently asked questions

1. **What is the purpose of IT Operating Model for Armed Forces and their Families Health Services**

The IT Operating Model defines the future operating model for armed forces and their families health care support services for IT and makes clear organisational responsibilities associated with these arrangements.

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.

Clinical Commissioning Groups (CCGs) will be responsible for commissioning all services for veterans, reservists and AF families not registered with a DMS practice as they are best placed to commission these services.

Its purpose is to ensure safe transfer of the supporting IT infrastructure and services to support these functions into the new commissioning system to ensure business continuity.

2. **How will quality improve?**

Under the new system, NHS CB (through its regional and area teams), MoD and CCGs will require adequate assurances from their 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.

Secondary care, community service, 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.

3. **Who has been involved in the co-production of the IT operating model to ensure arrangements safe transition business continuity?**

The IT operating model for armed forces and their families healthcare has been the product of good matrix working across the NHS CB, involving Patients and Information, Operations, Finance, Armed Forces and their Families Commissioners, Ministry of Defence, DH policy leads, PCT Cluster Director of Informatics, and Department of Health Informatics Directorate (NHS Connecting for Health).

4. **Who is responsible for the connectivity to DMS GP IT system to support administering and exchanging information for serving AF personnel and their families registered with a military GP?**

The NHS CB will be responsible for commissioning connectivity of the DMS GP IT system through the Health and Social Care Information Centre (HSCIC) for connectivity to the NHS national infrastructure to utilise national applications. The HSCIC will assure the connection of DMS patient administration systems to national IT services.

5. **Who is responsible for funding and local implementation of the DMS to gain access to national IT services**

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 their local IT provision to support their service. They will be free to choose any IT delivery organisation that meet quality IT standards determined by the NHS CB. This will include training, associated hardware and network services.

6. **Who is responsible for commissioning a Family Health Service (FHS) for the general population (including Veterans, Reservists and Families) and AF patients?**

The NHS CB (Primary Care) is responsible for directly commissioning a number of Family Health Services (FHS) for the general population (including veterans, reservists and AF families).

The NHS CB will also 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 upon mobilisation/demobilisation of reservists.

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).

7. If existing contracts are in place with IT providers will these be continued for length of agreement?

Yes, where existing arrangements are in place these will be continued based on current contract value in 2012/13.

8. Will there be any changes to budgets for the delivery of this service?

The funding is based on existing arrangements and costs.

The NHS CB will continue to commission maintenance of the DMS Patient Registration Services agency agreement.

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.

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.