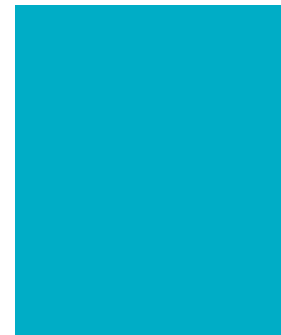


Securing excellence in IT Services

Operating Model for Armed Forces and their Families
Health Services



March 2013

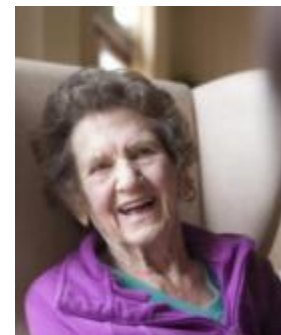


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01 Glossary of terms

Term	Acronym
Armed Forces	AF
Clinical Commissioning Group	CCG
Commissioning Support Unit	CSU
Defence Medical Services	DMS
Electronic Prescription Services	EPS
General Practitioner	GP
Health and Social Care Information Centre	HSCIC
Hospital Episodes Statistics	HES
Information Governance Toolkit	IGT
Information Technology	IT
Interoperability Toolkit Initiatives	ITK
Ministry of Defence	MoD
National Health Agency Information Service	NHAIS
NHS	National Health Service
NHS Commissioning Board	NHS CB
NHS Commissioning Board Area Team	NHS CB ATs
NHS Commissioning Board Patient and Information Directorate	NHS CB P&I
Patient Registration Service	PRS
Primary Care Trust	PCT
Secondary Uses Service	SUS

Purpose

The purpose of this document is to set out the future operating model for armed forces and their families health care support services for IT which take effect from 1 April 2013 and to make clear organisational responsibilities associated with these arrangements.

A key principle of this model is based on the safe transfer of existing IT support services and assurance processes from primary care trusts (PCTs) to ensure continuity of support for these important services.

The document does not address any human resource implications associated with the revised operating model.

The document describes:

- Scope of support services and assurance requirements
- Accountabilities and responsibilities for service delivery
- Tasks and functions to support service delivery
- Financial support

Background

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; 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 general practice has been commissioned and provided by the NHS, whilst DMS has provided GP services only. PCTs have been responsible for commissioning all care for veterans, reservists and all families registered with non DMS practices.

From 1 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 families not registered with a DMS practice as they are best placed to commission these services.

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.

From an IT perspective, the service provider commissioned by the NHS CB, the MoD and CCGs has to ensure they provide the appropriate IT provision that is compliant to exchange information between the NHS and DMS.

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.

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; and
- the eligibility to use the systems and services required.

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.

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.

The 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.

Any IT service provider appointed by the commissioned health service providers will have to deliver to a set of quality and safety IT standards, including compliance with the Information Governance Toolkit (IGT), clinical safety and assurance, network security, registration authority services, as determined by the NHS CB.

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 the Patient Registration Service or PRS) for AF patients and families registered with the DMS. This service manages the medical records of AF patients on the entry and exit to MoD (upon recruitment and their exit from the AF) and their families registered with DMS. Service providers should provide business support to DMS in managing the entry and exit to the MoD of the medical records.

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).

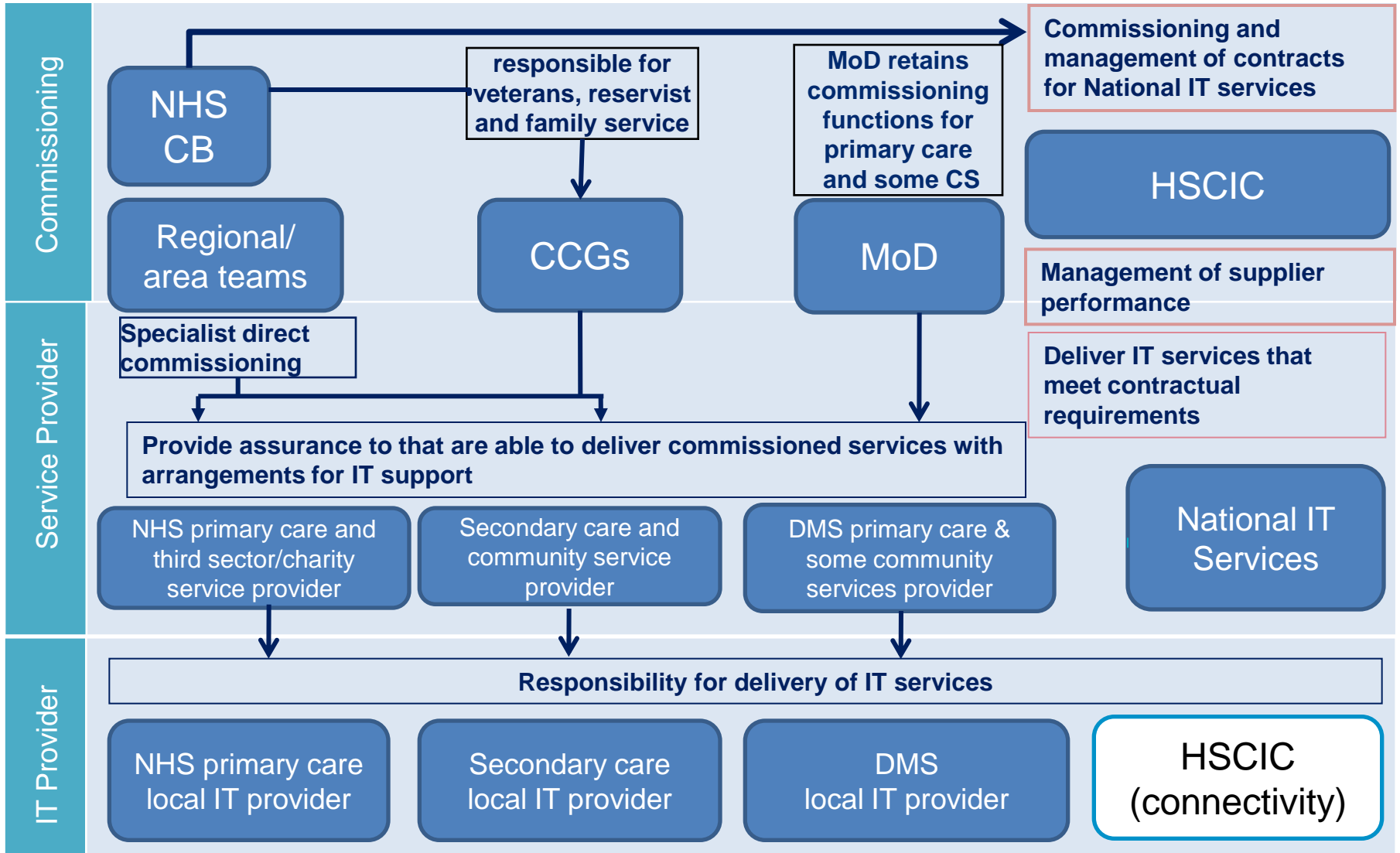
The Health and Social Care Information Centre (HSCIC) will continue to develop and deliver national IT services for local implementation by the secondary care service provider and DMS along with the corresponding contract management support services commissioned by the NHS CB (Primary Care and Armed Forces Health) .

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.

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.

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.

Relationships to deliver IT support and assurance arrangements



Commissioner		Service being commissioned	Commissioned from
NHS CB Accountable for commissioning of AF health services and delivery of national IT service provision	through its P&I Directorate	National IT services (with associated support services), development and maintenance of infrastructure to support PRS provision, specialist service support for connectivity and implementation to DMS, Interoperability Toolkit (ITK) initiatives and management of supplier contracts associated with these services	HSCIC
	through its P&I Directorate	Provision of DMS access and connectivity of National IT Services	HSCIC
	through its regional and area teams	Commission business support services for transfer of records between NHS and DMS	NHAIS Agency (PRS provider)
	through its regional and area teams	Commission specialist services for serving AF personnel and DMS registered families.	Secondary care service providers
CCGs Responsible for directly commissioning service providers		Directly commissioning, for veterans, reservists and NHS registered AF families, secondary care and community provider systems that are compliant for information exchange and meet quality and safety IT operating standards	secondary care and community service providers

Commissioner	Service being commissioned	Commissioned from
HSCIC Responsible for commissioning national systems and establishing national contracts. Provide assurance and clinical safety support for secondary care, community services and DMS IT services accessing national systems (on behalf of NHS CB)	National IT services with associated support services	system suppliers
	National systems and associated support services and ensure compliance with supplier requirements for ISB 0129 (DSCN 14/2009) manufacturer of healthcare software.	system suppliers
	Clinical safety and assurance - adherence to for deployment and use of healthcare software in compliance with ISB 0160 (DSCN 18/2009)	secondary care, community services and DMS IT service providers
MoD/DMS Responsible for commissioning and implementation of National IT Services	Community mental health and primary health care for serving AF.	DMS
	Local IT service providers where connected systems are compliant for information exchange and meet quality and safety IT operating standards, IGT, and clinical safety and assurance for deployment and use of health care software in compliance with ISB 0160 (DSCN 18/2009) or an otherwise agreed equivalent standard. National systems implementation support, training, testing, installation and N3 setup and maintenance support service.	MoD/DMS IT service providers

Commissioner	Service being commissioned	Commissioned from
<p>Secondary care service providers Responsible for commissioning IT delivery that meet quality operating standards</p>	<p>Local IT service providers that systems are compliant for information exchange and meet quality and safety IT operating standards, IGT and clinical safety and assurance for deployment, use and manufacturing of health care software in compliance with ISB 0160 (DSCN 18/2009) and ISB 0129 (DSCN 14/2009). National systems implementation support, training, testing, installation and N3 setup and maintenance support service.</p>	<p>IT service providers</p>
<p>Charity providers Responsible for commissioning IT delivery that meet quality operating standards</p>	<p>Local IT service providers that systems are compliant for information exchange and meet quality and safety IT operating standards, IGT and clinical safety and assurance for deployment, use and manufacturing of health care software in compliance with ISB 0160 (DSCN 18/2009) and ISB 0129 (DSCN 14/2009).</p>	<p>IT service providers</p>

Organisational Body	Accountable for management	Service accountable for	Accountable for delivery
NHS CB through its P&I Directorate		National IT services and support services for delivery and management of contracts commissioned by NHS CB	HSCIC
NHS CB through its P&I Directorate		Development and maintenance of infrastructure using the NHAIS service	HSCIC
NHS CB through its national and area teams	HSCIC	Enable access and connectivity to national IT services for DMS systems, DMS IT suppliers, as required.	HSCIC
NHS CB through its national and area teams		Clinical safety and assurance – adherence for deployment and use of healthcare software in compliance with ISB 0160 (DSCN 18/2009).	HSCIC and DMS
NHS CB through its national and area teams	HSCIC	Clinical safety and assurance - adherence to national system contracts including the requirements for the manufacture of healthcare software ISB 0129 (DSCN 14/2009) for those systems connecting to the national health systems.	system suppliers
NHS CB through its regional and area teams	Service Providers	Ensuring adherence to national IT service contracts and compliance with any terms and conditions for use of national IT services that apply to end users	DMS, secondary care and community IT providers
NHS CB through its national and area teams		IGT compliance	DMS, secondary care and community providers

Organisational Body	Service accountable for	Accountable for delivery
CCGs	IGT compliance	secondary care and community service IT providers
MoD	Compliance of IGT, quality and safety IT operating standards and delivery of IT support services. Will discharge patients from DMS	secondary care service IT providers
	Clinical safety and assurance – adherence for deployment of healthcare software in compliance with ISB 0160 (DSCN 18/2009) or an otherwise agreed equivalent standard.	DMS IT providers
Secondary care service providers	Compliance of IGT, quality and safety IT operating standards and delivery of IT support services	secondary care service IT providers
3 rd Sector Charity Providers	Compliance of IGT, quality and safety IT operating standards and delivery of IT support services	charity service IT providers

There is a responsibility across service providers to provide IT support services for the following functions:

Function	NHS CB	CCG	HSCIC	DMS IT providers	Secondary care, community service and third sector / charity IT providers
IT service provision	<p>Will set NHS policy, overall direction of strategy, operating model and standards, budget and assign to HSCIC (on behalf of Informatics Services Commissioning Group) commissioning national IT Systems and Services. Will agree joint policy with DMS.</p> <p>Will directly commission specialist, community and secondary care service providers with appropriate IT provision in place with compliant systems that meets quality and safety IT standards set by the NHS CB.</p> <p>Will commission HSCIC to provide connectivity to DMS patient administration systems for use of national IT services.</p>	<p>Directly commission secondary care and community service provider that has the appropriate IT provision in place with compliant systems that meets quality and safety IT standards set by the NHS CB.</p>	<p>Procure national services/systems, manage suppliers and provide contractual oversight and deployment of best practice guidance (for national systems and applications) to secondary care, community and DMS IT providers.</p> <p>Will commission appropriate NHAIS infrastructure and maintenance to support the DMS PRS provider.</p> <p>Will provide specialist service support for connectivity and implementation to DMS.</p> <p>Will set standards for suppliers.</p>	<p>Will set DMS policy, overall direction of strategy. Will agree joint policy with NHS CB. Provide IT services/systems that are compliant for information exchange. Responsible for the local implementation of national systems including training, testing, infrastructure and hardware. Will comply with appropriate and relevant quality and safety IT standards, security policies, the AF Covenant, terms of contractual agreements and meet any obligations under the HSCIC use of national IT systems.</p>	<p>Provide IT services/systems that are compliant for information exchange and meet the commissioned service requirements. Comply with quality and safety IT standards, IT security policies, NHS care record guarantee, terms of contractual agreements and meet any obligations under the HSCIC use of national IT systems.</p> <p>Secondary care will be responsible for ensuring transfer of records on enlistment or mobilisation of reservist to DMS in managing the entry and exit to MoD.</p>

05 Tasks and functions

Function	NHS CB	CCG	HSCIC	DMS IT providers	Secondary care, community service and third sector / charity IT providers
Clinical Safety and Assurance	Will ensure service providers give assurances that their IT systems and support provision is compliant to adhere to quality and safety IT standards set by the NHS CB.	Will ensure service providers give assurances that their IT systems and support provision is compliant to adhere to quality and safety IT standards set by the NHS CB. If an issue/complaint arises and a resolution is not obtained, then this is to be referred to NHS CB area team to take remedial action for non compliance to ISB 0160 (DSCN 18/2009) for safe use of healthcare systems.	<p>Will ensure adherence to ISB 0160 (DSCN 18/2009) for the safe connectivity to national systems and services.</p> <p>Will ensure system suppliers comply with ISB 0129 (DSCN 14/2009) for manufacture of health software.</p>	<p>Ensure adherence of safe use and deployment of systems with ISB 0160 (DSCN 18/2009) and escalate any non compliance to the service provider to take remedial action with its users.</p> <p>Will bring considered requirements to NHS CB for discussion if required.</p>	<p>Ensure adherence to safe use and deployment of systems with ISB 0160 (DSCN 18/2009) and escalate any non compliance to the service provider to take remedial action with its users.</p>

05 Tasks and functions

Function	NHS CB	CCG	HSCIC	DMS IT providers	Secondary care, community service and third sector / charity IT providers
Information Governance	<p>Will set policy and ensure that all service providers comply with NHS IG requirements.</p> <p>Will be responsible for the performance managing the compliance with IGT.</p> <p>Will commission specialist services, secondary care and community service providers that comply with IGT.</p>	<p>Will commission secondary care and community service providers that comply with IGT.</p> <p>Will provide the information needed to NHS CB ATs to investigate possible information security breaches and incidents.</p>	<p>Will be commissioned to provide IG expertise, support and management of the IGT.</p>	<p>Completion of IGT and compliance with NHS IG requirements.</p>	<p>Completion of IGT and compliance with NHS IG requirements.</p>
NHS Networking Services	<p>Will set policy and direction for national services for NHS services.</p>	<p>No direct responsibility.</p>	<p>Commission N3 or alternative national network services and manage suppliers.</p>	<p>Comply in use of practice of N3 services adhering to N3 Code of Connection and any local requirements for these connections.</p> <p>Own and maintain MOD network services and oversee connection of N3 Services.</p>	<p>Comply in use of practice of N3 services adhering to N3 Code of Connection and any local requirements.</p> <p>Maintain LAN services and oversee connection of N3 Services.</p>

05 Tasks and functions

Function	NHS CB	CCG	HSCIC	DMS (and its IT suppliers)	Secondary care, community service and third sector / charity IT providers
Registration Authority	Will performance manage service providers to comply with registration authority service adhering to the IT security policy for access control.	<p>Will performance manage service providers comply with registration authority service adhering to the IT security policy for access control.</p> <p>Escalate irresolvable issues to the NHS CB for remedial action.</p>	<p>Will set standards for suppliers.</p> <p>Maintain and publish the National RBAC Database (NRD).</p>	<p>Deliver the registration authority service for DMS medical Centres and appropriate staff, including issuing and management of smartcards and monitor user adherence to the appropriate security policy for use of smartcard.</p> <p>DMS will adhere to the 'memorandum of understanding for RA agreement' between DH IG, DMS and endorsed by NHS CB IG Professional Leadership Group.</p> <p>Suppliers will support the smartcard model and the NRD in their systems.</p>	<p>Deliver the registration authority service including issuing and management of smartcards and monitor user adherence to security policy for use of smartcard.</p> <p>Suppliers will support the smartcard model and the NRD in their systems.</p>

05 Tasks and functions

Function	NHS CB	CCG	HSCIC	DMS (and its IT suppliers)	Secondary care, community service and third sector / charity IT providers
DMS Family Health Services provision	Commission NHAIS Agency to deliver DMS PRS services. Also support the maintenance of these services.	No direct responsibility.	Commission (on behalf of the NHS CB) the IT infrastructure to support PRS provision for DMS.	Commission the MOD infrastructure, associated changes, and maintenance to support PRS information flows.	No direct responsibility.

Financial arrangements:

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, Summary Care Record (SCR), Electronic Prescription Service (EPS), Secondary Uses Service (SUS) and Hospital Episodes Statistics (HES); and
- 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.

Securing Excellence in commissioning primary care (June 2012)

Describes the system by which the NHS Commissioning Board will use the £12.6bn the NHS spends on commissioning primary care to secure the best possible outcomes for patients. In time, through this new system, the NHSCB will also develop the future strategy for primary care.

<http://www.commissioningboard.nhs.uk/files/2012/06/ex-comm-pc.pdf>

Securing Excellence in commissioning Armed Forces care (Jan 2013)

Sets out the new commissioning arrangements for Armed Forces from April 2013, including the transition of existing schemes; <http://www.commissioningboard.nhs.uk/files/>

Informatics: The future, an organisational summary (July 2012)

Describes an overview of the future system for informatics, implementing the vision for transforming information for the NHS, public health and social care, as set out in the information strategy and a summary description of the roles of the key organisations.

<http://www.dh.gov.uk/health/2012/07/informatics-future/>

Enhanced Services Commissioning Fact Sheet

Sets out the new commissioning arrangements for enhanced services from April 2013, including the transition of existing schemes.

<http://www.commissioningboard.nhs.uk/files/2012/03/fact-enhanced-serv.pdf>

Commissioning fact sheet for clinical commissioning groups

Sets out the services to be commissioned by clinical commissioning groups (CCGs) from April 2013.

<http://www.commissioningboard.nhs.uk/files/2012/07/fs-ccg-respon.pdf>