NHS

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Support and Resource Guide V2
South East Region
GP Practices

Optimise the use of digital technology in your practice

Support and Resource Guide for GP practices

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This Support and Resource Guide has been developed to help GP practices across the South East region make the best use of digital technology, providing one platform to find and access key guidance documents, helpful hints and tips for use of digital tools in your practice and further information on NHS programmes. You can navigate through the resource pack using the icons below, and hyperlinks have been embedded in the document to take you to key guidance and helpful resources hosted online.

Digital Capabilities

Online Consultations

Video Consultations

OC/VC Case Studies

GP Online Services

GP Practice Websites

Electronic Prescribing

GP Connect

NHS App

Practice Preparedness

Practice readiness

Vaccination Programme

Total Triage

Total Triage Case Studies

Supporting Remote Working

Patient Communications

Digital Support for Care Homes

Covid Oximetry at Home

Digital Foundations

Digital Literacy

Digital Inclusion

Managing your Appointment Book

Information Governance & Record Sharing

Digital First Supplier Matrix

Hands on Support

Executive Summary

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Digital tools in General Practice

General practice sits at the heart of our NHS. It has pioneered the use of technology to deliver safe and effective care and has adapted to the needs of its growing and ageing population.

As we move into recovery phase, it will be important that practice staff feel comfortable delivering digital technology to their patient population.

We know there is a strong desire among patients and clinicians for trusted and safe digital solutions that gives patients more control of their health, wellbeing and quality of life.

It is important to safely and securely integrate these digital tools and services into clinical systems and to ensure our services remain inclusive and accessible to all.

Caring for patients digitally has become a reality due to COVID-19 and this support pack has been developed to support practices to deliver digital tools in practice further enabling patients to get the right care when needed.

Digital solutions being utilised

Technology is already transforming the way Primary Care services are delivered, empowering patients, supporting stronger therapeutic relationships, developing effective and efficient teamworking across professional boundaries and creating networks and communities to support.

The COVID-19 outbreak has instilled rapid adoption and online triage has become an enabler to ensure patients are receiving the right care when needed and to relieve pressures on practice staff. While not new for practices, online triage is now being utilised as the digital front door in almost every practice across the South East and with positive clinician review this will become part of the core offer for general practice.

There has been a steady rise in utilisation rates of online and video consultation (OC/VC), which has quickly become a popular tool for practices and patients as it provides a convenient and secure alternative to phoning the practice or walk-ins, which during the COVID-19 pandemic have been largely avoided unless absolutely necessary.

Support and Resource Guide V2

General practice has achieved unprecedented service transformation throughout 2020 and 2021 already and its workforce has had to rapidly adapt to new ways of working, whilst managing increasing pressures on the service.

A huge amount of guidance material has been produced to support the primary care workforce with this transition, but sometimes the challenge is finding what you need across the multiple sources available. This pack aims to make that a little easier by bringing together a plethora of materials in one place in order to support practices and save time; all of the links have approved content from the listed organisations and regular review and updates will be provided.

Alongside this resource pack we recommend practice teams register for access to the National Digital Primary Care Future NHS site, which continues to share up to date advice and guidance and offers the opportunity to share challenges and best practice with colleagues on their members forum. You can request free access via the link below.

If you have any feedback on how this document can be improved, we'd love to hear from you. Send us an email at england.dfpcsoutheast@nhs.net

Join the Digital Primary Care Future NHS site here

Online Consultation

Online consultations allow patients to request advice, support or care via the GP Practice website or where integrated through the NHS App.

The use of Online Consultations has improved access for patients without having to wait on the phone or visit the practice in person.

From a practice perspective, online consultations can enhance the practice's ability to effectively manage time and workload and improve staff satisfaction.

Patients can ask questions, report symptoms, submit administrative requests, discuss other information including the ability for a review of a known problem or condition and upload photos where appropriate.

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Implementation guides

i

Using Online Consultation in Primary Care
A guide to implementing and sing Online Consultations in your practice, here.

i

Online Consultation Checklist
Highlighting key things to consider when using Online Consultation, here.

Take a look at this crib sheet for guiding patients through an Online Consultation, linked, here.

Practice processes

NHSE/I recommend implementing OC as part of a Total Triage model.

i For further information on how to set up Total Triage, take a look at slide 16 in this pack.

i Appointment Book Template to support practice scheduling, here.

Improving utilisation

i Clear signposting on practice websites can help increase uptake. Guidance on optimising your practice website can be found here.

Support links

i

Written Online Consultation
Minal Bakhai, GP and Clinical Director in the Digital First Primary Care team has shared her thoughts on what an effective written online consultation should look like, here. Or find the useful links from the document, here.

i

Tips & Case Study
A useful overview of Online Consultation with background, overview and tips, here

i

Clinical Safety Summary
A summary of the clinical safety, covering risks and mitigations, of the deployment and use of Digital Total Triage using Health IT Systems (DCB0160), here.

Tips for managing demand

1
Dealing with increasing demand for Online Consultations
Take a look at the guide for dealing with demand for Online Consults. Key things to consider, including Practice readiness, Workforce planning & more. click, here.

2
Have you considered teams; Clinical and Admin working across the PCN collectively? If practices can support each other, this can relieve some practice pressure. Find out more on pg. 9, here.

3
Clear signposting and descriptions on the Practice website will help patients to use Online Consultation (OC) effectively which can help to manage OC demand, find out more, here.

Demand Calculator

A generic Digital Triage Demand Calculator has been developed to support practices to estimate and plan for demand across the week.

Video Consultation

Video consultations allow patients and clinicians to interact virtually. This allows patients to receive a face to face consultation without being in the same place as the clinician.

The use of video consultations has improved access for patients by providing a digital channel by which to interact with practices. They can be used alongside other approaches to augment productivity e.g. online triage and messaging to avoid consultations when self care may be sufficient.

They give the ability to pick up on visual cues and carry out a visual examination and may offer advantages in building rapport and facilitating understanding through non-verbal communication compared to other remote consulting methods.

Patient guidance can be found, here

Support and Guidance

Implementation guides

RCGP Video Consult Guidance
Principles for supporting high quality consultations, here.

Information for GPs
This guidance provides some rules of thumb as to when Video is most appropriate

Support links

Video Consultation Skills
How to make Video Consultations easier, safer and better for patients, here.

Top tips
For successful Video Consultation, here.

Advice on setting up
Hear from a GP who uses video regularly, here.

Video Group Clinics

✓ Video Group Clinics are an emerging model which can achieve a range of benefits for the practice and patients.

✓ They deliver care via video in an online setting, consulting with patient communities who have a similar need or condition.

✓ Lots of brilliant case studies have been recorded which highlight clinical teams positive experiences after introducing video group clinics to their service.

✓ Access the Video Group Clinics Futures site for materials and resources, here.

Tips for delivering video consultations

1
The decision to offer a video consultation should be part of the wider system of triage and management offered in your practice and should be based on clinical judgement

2
Consider the patient's level of confidence and access to technology and give them a choice of how to communicate. There's no need to use video if a telephone call will do

3
Use a private, well-lit room and ask patient to do the same. Introduce everyone in the room, even those off camera

4
Reassure the patient that the consultation is likely to be very similar to a standard one, and that the call is confidential and secure

Case Studies

In this section, you will find how areas across the country and the South East Region have successfully adopted Online and Video Consultation for their patients.

Getting the most out of Online and Video Consultation tools requires the practice team to embed new workflows, developing processes that are fit for purpose, facilitate the new forms of patient access, and are efficient for the practice. These case studies provide examples of how this can be achieved.

Full access to a repository of case studies can be found on the Futures site here.

If you have a story to share to help others, contact our South East Region team to share your story – **england.dfpcsoutheast@nhs.net**

Implementing Online and Video Consultation

NHS

Video Consultation at Loomer Medical

- Find out how Loomer Medical in Staffordshire is using video consultation to provide remote support for patients at home and in care homes.
- Take a look at the video here

Berryfields Medical Practice

- Discover how Berryfields Medical Practice in Buckinghamshire used their AskNHS Online Consultation for booking flu appointments
- Find the case study here.

Case Studies

Closing the Digital Gap

- See the changes North and Mid Hampshire Integrated Care Partnership made in response to the challenges of COVID-19.
- Through the use of digital consultation tools N&MH were able to implement and adopt ways to support patients remotely (virtually) rather than through face to face appointments.
- Find the case study, here.

Case Study Library

- Find out how Practices across the regions have implemented Online and Video Consultation.
- A library of case studies from Practices who utilise various Online Consultation platforms can be accessed on the NHS Futures site, found, here.

GP Online Services

Since 2015/16 many GP practices have been offering online services in addition to the traditional telephone and face-to-face means of interacting. However, Covid 19 and the risk of infection resulted in many practices turning off online booking for appointments and moving to total digital triage in some areas. Practices can still meet GMS contract requirement for 25% of appointments online by making telephone appointments online bookable and patients can choose the route they prefer.

According to the **POMI** data, the SE Region 27% of the population is enabled to book/cancel appointments online, 31% can order repeat medication online and 13% of patients can view their Detailed Care records.

Components of GP Online

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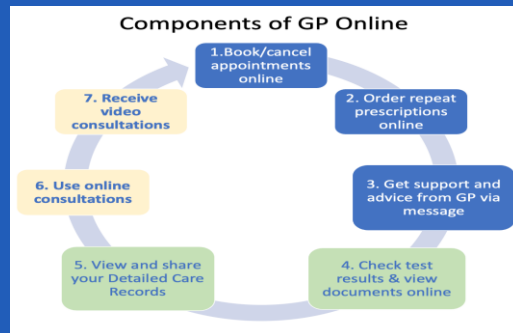
GP online services:

- Ordering repeat prescriptions
- Booking and cancelling appointments
- Seeking advice via secure messaging
- Viewing test results The Swan Practice Bucks
- See here for Labtests online to help educate patients about purpose for each test
- Accessing parts of the medical records RCGP Patient online toolkit
- Implementation Support Guide Highlighting key things to consider at each step of implementation
- Receiving and Storing Patient Images from Online Consultations can be found here

Records access & Proxy Access

- BMA/NHSE Prospective records access statement

- Available tools (iGPR and eMR) to assist checking records for data quality and sensitive and third party information

- RCGP Guidance to Proxy Access to medical records for family members and carers

Improving utilisation

Clear signposting on practice websites can help increase uptake. Guidance on optimising your practice website can be found here.

Support links

ⓘ

Know who is online - POMI
See how many patients are enabled for online services

ⓘ

GP Online video playlist
A useful overview of the benefits of GP Online for patients and practices

ⓘ

Watch how Hugh is helped with access to GP Online
Supports patients with accessibility needs

ⓘ

RCGP Key principles for intimate clinical assessments undertaken remotely in response to COVID-19

Hints and Tips

1
Enable Telephone appointments to be bookable online, offering a range of slot descriptions: Medication review, Test result follow up

2
Search your lists of patients on repeat medication and message those not using GP online to make them aware of the benefits of ordering online

3
Enable the messages function in your clinical system, this allows patients with NHS App, Patient Access etc to send in simple enquiries – drop straight into your workflow

4
A time saving calculator has been developed to support practices to estimate the time that could be saved by moving phone call about appointments, test results and medication online

GP Practice Websites

Practice websites form an essential part of your communication strategy and need to be the place that patients visit first to find out about the services that you offer.

Digital services need to be easy to locate and simple for patients to access.

Practice websites are a great channel to communicate with patients and to signpost them to the care that they need.

Providing the option for patients to carry out some tasks online is not only convenient for them, but it will also reduce phone calls, especially to book/cancel appointments.

Online services such as ordering medication, fit note requests, new patient registrations and allowing patients to update their contact details can all play a role in saving time for practice.

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What do I need to do

Display the following information prominently on website home page:

- NHS narrative on coronavirus
- Links to NHS.UK and NHS111 online
- How to contact the practice during COVID
- Clear signposting to practice online services

Handy tips:

- Make sure your website is easy to navigate for patients to use it
- Look at your most frequent patient requests and see if you can signpost these services on your website to reduce traffic on practice phonelines
- Websites are a great way to provide self-care resources for patients, make sure these are displayed prominently on your home page.

Tools to support

- NHS practice guidance for making more of your practice website here
- NHSx information on online presence and accessibility compliance can be found here
- GMC Guidance for doctors use of social media can be found here
- A toolkit that supports delivering social media for GP practices can be found here
- Hear a Nurses perspective on using Facebook to engage with patients here
- Is your website up to scratch? If you'd like to check your practice for accessibility and good design, please follow this link

Electronic Prescription Services (EPS)

EPS allows prescribers to send prescriptions electronically to a dispenser of the patient's choice known as their "nominated" dispenser.

Previously, it was only possible to issue an EPS prescription where the patient nominated a pharmacy or another dispenser. EPS had been most advantageous for patients who received regular medication and who tended to get their prescriptions dispensed at the same pharmacy most of the time.

Under Phase 4 of EPS, which has now been switched on for all EMIS and TPP practices, practices can use electronic prescribing even for those patients that do not have EPS nomination, making EPS the default method of dispensing nationally.

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EPS

Patients without an EPS Nomination
Patients are given a token (patients may refer to this as a paper copy of their prescription) to present at a community pharmacy or Dispensing Appliance Contractor (DAC) to obtain their medication. This token will contain a unique barcode which can be scanned at any community pharmacy or DAC in England to download the prescription from the NHS Spine and retrieve the medication details.

ⓘ NHS Digital EPS Guidance & Support

EPS4

EPS 4 background
NHS Digital piloted Phase 4 at GP practices and dispensers across England from November 2018, and the national roll-out started in November 2019

Paper Prescriptions
Paper prescriptions will continue to be available in special circumstances, but almost all prescriptions can now be processed electronically.

FAQ's

Should I use EPS?
Yes, all practices should be live or have plans to enable EPS for their Practice. This directive was communicated to Primary Care in March as part of the C-19 response. ⓘ Primary Care Letter

Can I enable EPS as a dispensing practice (EMIS)?
All practices can deploy EPS, but they are unable to process EPS prescriptions for their dispensing patients in their dispensaries, unless they deploy the EMIS Pro-script solution (EMIS only).

Can I enable EPS as a dispensing practice (TPP/Vision)?
TPP and Vision do not have an assured dispensary solution, however the Practice is still able to deploy EPS. The impact of this can vary depending on the number of dispensing patients.

What does it look like if you don't enable a dispensary solution?
An FP10 (paper prescription) will have to be printed for the dispensary. In TPP this is automatic by default i.e. overrides any EPS nomination. For Vision the user must intervene manually where a EPS nomination is present.

EPS 4 Support   Access information online to support your Practice with EPS Phase 4 - explore the link here to find out more. Here is a link to an EPS webinar

GP Connect

GP Connect is a tool that allows different clinical systems to talk to each other via a standardised application programming interface.

The service makes patient medical information available to all appropriate clinicians when and where they need it to support direct patient care, leading to improvements in both care and outcomes.

GP Connect also allows for direct appointment booking and helps primary care organisations to share appointments with the Covid Clinical Assessment Service (CCAS), Extended Access Hubs and NHS 111 to meet targets set out in the GMS contract around direct booking.

NHS Digital are currently supporting practices to set up GP Connect. If you require support please contact the team, here.

Support and Guidance

Begin using GP Connect

Guidance on how to set-up GP Connect
Find guidance on how to embed GP Connect in your services, here. Or for 1-1 support contact the GP Connect Programme directly: gpconnect@nhs.net

Supporting clinical triage during COVID-19
For guidance on how GP Connect should be deployed to support effective triage during the COVID-19 response, please visit the link, here.

111 Direct Booking

- ✓ The GMS Contract 19/20 states "Practices must make available a minimum of one appointment per whole 3,000 patients per day for direct booking from NHS 111.

- ✓ The access record in HTML allows clinicians to view a read-only version of the patient's detailed GP practice record – this is being shared with NHS 111 providers as part of the COVID response

However, as part of the COVID-19 response this has been increased.
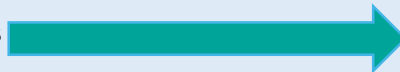
What is GP Connect? Watch a video online from NHS Digital

COVID-19 Response – 111 and CCAS

- ✓ The number of appointments that should be made available for direct booking from 111 Services was increased in March 2020 to one per whole 500 patients per day, find further information here.

- ✓ Demand for these appointments will vary nationally as the pandemic develops, but GP practices are urged to act in line with the guidance to ensure GP Connect functionality exists to help systems deal with any surges in demand.

- ✓ This uplift continues as identified in the latest GP SOP released on 3rd March 2021. Further information can be accessed at the link, here.

NHS App

The NHS App provides a simple and secure way for people to access a range of NHS services on their smartphone or tablet.

There are now over half a million people using the App across the country and the NHS continues to update the services available.

The NHS App can help GP practices manage non-urgent communications with patients during the current outbreak. Secure messaging within the App allows practices to send a short message to the patient with the option for patients to reply.

Roadmap

The NHSx development roadmap for the NHS App can be found here with further information on planned future developments posted online here.

Practice Managers Course

- The Practice Managers Association (PMA) has worked closely with NHSX to develop this concise, interactive course which is free of charge.

- On completion, the PMA will award a certificate for the attained CPD points. You can access this course via the link here.

Why Practices like it?

- ✓ A video highlighting the benefits of using the NHS App can be found here.

- ✓ Details on the latest functionality via the App is listed here.

- ✓ Information on getting started with the App, here.

Using the App

- ✓ Patients can book appointments, order repeat prescriptions, gain access to records, and sign up for organ donation preferences.

- ✓ The NHS App is underpinned by NHS login (citizen ID). New updates for the App include online consultation integrations and Personal Health Records Integrations.

- ✓ The NHS has produced guidance for GP practices on the NHS App that can be found here.

Promoting the App

- The NHS App is an important part of giving citizens access to services online and can be downloaded here.

- A range of resources have been produced to help promote the NHS App with your patients here.

- Video: How to Register with the App.

Practice Readiness

Practice readiness

GP practices continue to play a critical role in in keeping the population well.

This year continuous to be particularly challenging due to the added COVID-19 pressures, an extended flu vaccination campaign and the COVID-19 vaccination programme in place.

Recognising the immense pressure that the Primary Care workforce is under, it has never been more important to look after staff health and wellbeing.

Resources are available not only to support practices prepare for the challenges ahead when delivering care for our patients, but also to support staff to take care of themselves and their colleagues.

Preparedness and resilience

Tools and Resources

- A Digital First GP practice readiness checklist has been developed to help support practice staff with making the best use of digital tools. You can download the checklist from this link.

- At a time of unprecedented pressure on primary care, it is important to support each other's resilience and wellbeing. This podcast produced by Wessex LMC has been produced to support primary care staff with resilience, when it all feels too difficult

- The GMC has produced a wealth of resources focused on working during the pandemic, offering advice on leadership, looking after your health and wellbeing, working safely and supporting ethical decision making. You can find the guidance here

- When primary care staff feel well and supported, they can provide the best possible care for their patients. Hear tips from a group of GP practice staff on how they took steps to manage their mental health here

- The South East Leadership Academy has developed a Looking After our People platform in order to continue to support how we must all continue to look after each other. The platform helps you identify what you need to support you in your journey and can be found here

Support platforms

The NHS practitioner health programme has developed a platform that offers multiple videos to help support workforce wellbeing during COVID-19. You can find the platform here

A digital journey planner has been developed by Redmoor Health in partnership with NHS England to support practice digital maturity. Find out more about this here is a video demo
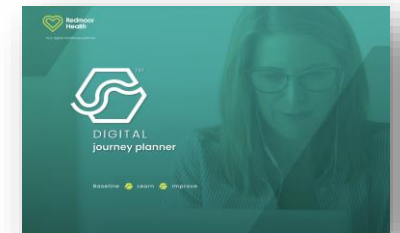
The Digital Primary Care Future NHS site can also provide a helpful forum for peer support and guidance through the open networking forums. You can find the platform here

COVID-19/Vaccination Programme

The COVID-19 Vaccination programme is currently being delivered through a number of different organisational types - in terms of GP practices, this involves groups of practices working together (along PCN geographies), with one designated vaccination site (ideally to be a GP practice).

Guidance has been developed and NICE is now the single point of advice on caring for people with coronavirus and the management of COVID-19 in different healthcare settings. 24 of the COVID-19 specialty guides have now moved to its website and NICE will begin a process of mapping the recommendations against its suite of COVID-19 rapid guidelines and integrating them where possible. You can find the NICE website **here**

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Tools available to support

- ✓ NHS COVID updates and guidance for general practice can be found here

- ✓ Coronavirus guidance for clinicians and NHS managers can be found here

- ✓ Useful updates for general practice staff in relation to the vaccination programme can be found here

- ✓ Join the NHS Future Site COVID-19 Vaccination workspace here

- ✓ BMA COVID-19 vaccination programme guidance can be found here

- ✓ Access to General Practice (GP) communications toolkit for practices to communicate with the public about access to GP services while also running the vaccination programme can be found here and Public Health England's Campaign Resource Centre and CommsLink on the NHS Futures website here

- ✓ Video Group Clinics offer a great way to cascade information to patients about the vaccination programme. Here is a link to a webinar showing how can be found here

QUERIES FOR VACCINATION SITES   **NHS**

SUPPLIES
For queries about vaccine supply, ordering and delivery support, and supply of consumables and PPE, contact **Unipart:**

☑ CS@nhsvaccinesupport.com
☑ 0800 678 1650
Open 7am – 7pm Monday to Sunday.

IT AND HARDWARE
For queries about IT issues, including IT hardware, 4G connectivity (for equipment provided by NHSE), Pinnacle, Foundry, Data and other IT services issues, contact the **Covid Vaccination Help Desk:**

☑ vaccineservicedesk@england.nhs.uk
☑ 0300 200 1000
Open 6am – 10pm every day, including Bank Holidays.

REGIONAL
For all other queries, contact your **Regional Vaccination Operation Centre (RVOC).**

Total Triage

A Total Triage model means that every patient contacting their practice is first triaged before making an appointment.

This model has been recommended by NHS England and Improvement during the COVID-19 pandemic as it minimises face to face contact with patients, but it can also improve efficiency within practices by ensuring patients are signposted to the right care, first time.

Total Triage can also be implemented as part of an e-hub model, pooling resources across a Primary Care Network to manage demand more effectively. There are a number of guidance documents available to support practices in developing the right Total Triage approach for them.

Access a Total Triage guide, **here.**

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Why do it?

NHS England and NHS Improvement asked general practice to move toward a 'total triage' model to reduce avoidable footfall in practices and protect patients and staff from the risk of infection

This means every patient contacting their practice should first be triaged before making an appointment, helping the practice to decide how they can best help each patient. Here is a webinar on total triage

Guidance

How to implement Total Triage?
A guidance pack has been developed to support Practices make the change to Total Triage. This pack covers commonly asked Practice questions such as:

- ✓ How to manage patients remotely
- ✓ Turning off online bookable appointments
- ✓ Recommended workflow in Practice

Your ICS Digital First team can also help you implement this change, if you're not sure who to contact in your ICS, find out, here.

ⓘ Handy tips & resources: Digital total triage clinical hazard log template.

eHubs

What is an eHub?
eHubs are an emerging model for delivering online consultations at scale across multiple GP practices. With an eHub model, consultations are processed by a centralised team.

Using the traditional online consultation model, individual practices receive and process consultations from patients on their list and the requests are dealt with by their own healthcare professionals and admin staff.

By moving to a centralised e-hub approach, practices can pool resources to manage demand more efficiently.

Lambeth ICS have provided a case study sharing learning from their experience implementing an e-hub model for PCNs in South East London.

Benefits

Improved patient experience

Saving time for practice

Improve staff morale

Increased flexibility & helps manage demand

Health Education England, e-Learning for Healthcare. Remote total triage model in general practice can be found here

Case Studies

In this section, you will find case studies and supporting guidance on the implementation of Total Triage.

Reported benefits have included improved resilience and reliability of services, improved access for patients and releasing more time to care as practices are able to prioritise appointments for those that need it most.

If you have a story to share to help others, contact our South East Region team to share your experiences – england.dfpcsoutheast@nhs.net

Total Triage during Covid-19

- Watch the animation about Total Triage during Covid-19.
- Covering the key elements of how patients interact with healthcare services, the short animation walks through the key elements of Total Triage through Covid-19.
- Link to the animation can be found, here.

HEE Guidance

- HEE have produced guidance for supporting Practice staff with Total Digital Triage for Online Consultation.

- Discover the step by step guide from HEE, here.

Case Studies

Benefits for Patients & GP's

- The Digital Health and Care Alliance (DHACA) and AHSN Network hosted a series of webinars to explore benefits of the Total Triage model for patients and GPs.

- Clinicians and patients highlighted five main areas of benefit they are already experiencing. Find out more here.

Tollgate – Total Triage

- The Tollgate Medical Centre are the focus of a national case study which details step by step details on the switch to remote clinical triage.
- The case study contains tactical guidance including how to implement changes in process flow, continuity of care, managing and safeguarding patients and more.
- Find out the details here.

Remote Working

During COVID-19, significant numbers of general practice staff continue to be unable to work from their normal GP practice base and practices have had to implement new ways of working to deliver care.

The shift to remote working – whether by choice or necessity – can be a significant change for any individual or practice.

Even a small disruption, like a new work environment or new software, can be unsettling, impacting an employee's confidence, productivity or motivation.

Guidance is available to support teams with this transition and advice has been provided on how to optimise remote working solutions.

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Digital technology has enabled a rapid transition to remote working in response to the pandemic, allowing practice staff to continue to provide care for their patients when they need it most.

Tools available to support

NHS Remote working guidance
A guide to help you with remote working during COVID-19 can be found here

NHSX Remote Vouching Guidance
Enabling remote vouching is even more important during the COVID-19 outbreak when minimising patient contact is required. A request for online access to additional services can come through during a phone call to the practice or the online consultation route. Find out how here

BMA advice
Advice for doctors in all settings in getting homeworking equipment, when to consult patients via video, approved NHS tools for remote consultations and tips for running them can be found here

RCGP guide for Remote versus face-to-face: which to use and when? Can be found here

Personal Vouching guidance to reduce need for patients to attend the surgery to access Online services can be found here

GMC Remote consultation guidance
Guidance developed to manage patient safety risks and decide when it's safe to treat patients remotely can be found here

NHS Teams online support
A platform to help support staff to set up a teams meeting can be found here

Setting up a primary care hot hub
Learn how a region implemented a hot hub during Covid 19 to help support patients here

Total triage model
The total triage blueprint developed to support all practice touchpoints with patients can be found here

Here is a toolkit to help support setting up remote working.

Remote clinical Desktop: NHS Digital solution that provides secure remote access via 'remote clinical desktop' downloadable app can be found here

It is Interoperable with SystmOne, EMIS, Vision 3, Docman 10, AccuRx (for booking) and Adastra and allows access to Microsoft Office (where purchased for the device), some Spine services including e-Referrals Service and the Electronic Prescription Service.

GP Resilience – Provision of Additional Computer Equipment

GP resilience is at significant risk in light of the pandemic; there is greater call on operational primary care services.

Where clinicians are self-isolating, the challenges with business continuity is greatly increased and further compounded where personally owned computer equipment is not available for use to support delivery of care.

The volume of existing NHS assets will not be enough to deliver an adequate business continuity response should there be a requirement for GPs and other primary care clinicians to work from their homes or other temporary outposts in high numbers.

The NHSEI South East team has identified a stockpile of approximately 120 high-powered additional devices to bolster current volumes which may be used to support business continuity measures.

If you require additional information please email **england.dfpcsoutheast@nhs.net**

Support and Guidance

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Summarised below are three options each with pros and cons in terms of the functionality they provide and additional information and cost can be found here. In each case, GP IT service delivery partners will need to 'build' each device to ensure that they are managed, supported and secure in line with local technology and service standards. Service delivery partners should be used to source further equipment suppliers if required.

Remote Clinical Desktop

+

NHS Digital solution that provides secure remote access via 'remote clinical desktop' downloadable app.

It is Interoperable with SystmOne, EMIS, Vision 3, Docman 10, AccuRx (for booking) and Adastra and allows access to Microsoft Office (where purchased for the device), some Spine services including e-Referrals Service and the Electronic Prescription Service.

There is no software license costs (CALS) and no consulting room PC is available

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⊖

Access to business files stored outside of the clinical systems will not be available.

No Office software unless purchased (e.g. N365 for specific users and no access to surgery business documents

Find out more here

Localised device with 'remote access' to surgery network

+

Allows staff to use the regionally provided devices to access all their business and clinical systems as if they were at the surgery. They would use the device with remote access capability (commonly referred to as RAS) to connect to the surgery network in the same way corporate back-office laptop users currently work from home. Many GPs have this capability with laptops already.

Consulting room PC is available as well as access to surgery business documents where hosted externally

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⊖

This option will require use with an additional device to connect back to an existing network and a 'Client Access License' (CAL).

There is no office software unless purchased e.g. N365 for specific users.

Remote Desktop Connectivity (RDC) to surgery PC

+

Connects to the user's own surgery desktop to take control of the practice desktop remotely allowing for desktop environment at the surgery to be presented to the user on the new device.

RDC has provided a speedy provision to returning GPs using their own personal devices across the SE who were appointed en-masse.

There is no software license costs(CALS), access to surgery business documents and access to Office software

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⊖

Due to surgery desktop being utilised, RDC reduces the consulting room as the PC cannot be used by anyone else while in use and there is a RDC license cost

It is used to a lessening extent by GPs to enable them to work flexibly away from the surgery, often out of core hours.

Items to consider →	Computers in storage	'Build' device: local config	Delivery to out-post	User signs into RDC

Patient Communications

With COVID-19 resulting in significant changes to the way that primary care services are delivered, it is more important than ever to have clear and effective communication channels with patients, ensuring they know the best way to contact the practice and promoting digital and online services.

Well-established GP online services can be very beneficial to patients, allowing them to quickly access information at a time that is convenient to them. Patients are now able to access their medical history online, allowing them to work in partnership with healthcare professionals and increasing their involvement in their healthcare.

For the practice, effective patient communications with clear signposting can save the practice time, preventing the need for a visit or phone call to the practice.

Find patient information for accessing services online **here.**

## Promoting digital tools in practice

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NHS Campaigns

The NHS *Health at Home* campaign signposts the public to useful information about how they can contact their GP, order repeat prescriptions, manage their wellbeing and existing conditions – without leaving their home.

Access to campaign resources for practices can be found here and you can access the below tools to support practice promotion:

i **Patient access to general practice comms toolkit**

i **A video on how to contact your GP remotely**

i **NHS Online Consultation patient leaflet**

i **A patient facing guide on video consultation**

i **Patient guidance on accessing your GP using your smartphone, tablet or computer**

i **Health at home video and advice for patients**

i **Webinar – positive patient communications**

Top Tips (practice touchpoints)

✓ Whilst speaking to patients, it can sometimes be an ideal time to signpost patients to digital resources, either during the conversation or as part of the follow up call or message.

✓ During non working hours, messages should redirect patients to online consultation where appropriate

✓ Signpost online services via email signatures and using out–of-office and/or automatic responses

✓ Add text to the box on prescription slips promoting online consultation services

✓ Promote online services prominently on the practice website landing page

✓ Encourage all of the practice team to promote online services, at each interaction with patients

✓ As often the first point of contact for a patient at the practice, ensure that your reception team are well informed about what online services can offer

✓ Develop a script to support the team with signposting patients to the relevant online/digital channels

✓ Train staff how to include messages promoting the service in texts, letters and emails to patients

Digital Support for Care Homes

COVID-19 is changing how patients access primary care services at care homes as many healthcare professionals are temporarily not able to visit their residents.

Through utilising digital tools, practices can ensure care homes continue to access advice, support and treatment for care home residents from a range of health and care professionals remotely and care home staff will have visibility of patient records too via GPConnect.

Digital tools can help ensure patient information is sent and received securely as well as help facilitate remote monitoring, which can support clinical decision-making whilst maintaining the safety of care home residents and staff during the pandemic.

Support and Guidance

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Remote Consultations

Practices have been asked to ensure delivery of consistent, weekly 'check ins', to review care home patients identified as a clinical priority for assessment and care. These should be delivered remotely wherever appropriate to do so.

- ⓘ Supporting residential and care homes with technology during the Covid-19 pandemic here
- ⓘ Guide for how to use Microsoft Teams to run a video group clinic can be found here
- ⓘ Staffordshire ICSs have been running video consultation in care homes for 4 years and have created this helpful website
- ⓘ Toolkit for GPs and GP practices on home visits and care homes can be found here
- ⓘ Guide to setting up and using video consultations in nursing, residential, and care homes here
- ⓘ Heath Education England guidance for remote total triage for care and nursing homes can be found here

NHS Mail

It is important to ensure that all email correspondence with a care home is secure. NHSmail accounts are available to care homes free of charge, council run homes may have access to a gov.uk email address or providers are able to apply to NHS Digital to have their own email system accredited as secure.

- ✓ Find out how to get a NHS mail account here
- ✓ A list of those homes with accredited secure email addresses can be found here

Supporting Care Homes

Often with multiple co-morbidities and multiple medication use, residents in care homes are often the most medically complex people in the community. It is important to ensure:

- ✓ All residents from the assigned care home are registered with the GP practice
- ✓ All care plans are complete and updated regularly with primary care team input
- ✓ Ensure you are able to communicate with the care home team by video link
- ✓ Maintain open communications with the care home team on non-urgent concerns and queries

- ⓘ **DSPT guidance and support** resources are available through the Digital Social Care website can be found here

Proxy Access for Medications

Using Proxy Access, care home staff can now be set up to order online prescriptions on behalf of residents.

- ✓ Full guidance on how to set up proxy access for medications management in care homes can be found here
- ✓ Proxy access step by step guides, guidance and templates can be found here
- ✓ South East region has developed a high level project plan template to help support that can be found here

Covid Oximetry at Home

Throughout the COVID-19 response, practices have adapted to rapid change, embracing new models of care that they can build on to enable the greater provision of proactive, personalised, co-ordinated and more integrated health and social care for their patients.

The Covid Oximetry at Home work (sometimes called a "virtual ward") describes an enhanced package of care for individuals with confirmed or suspected COVID-19 who are at risk for future deterioration.

This is one of the priority goals for the additional £150m General Practice Covid Capacity Expansion Fund and is already used in many areas to help detect earlier deterioration of people with COVID-19, both in the community and in care homes.

Support and Guidance

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Primary and Community Care

Evidence shows that the use of pulse oximetry can be used to detect early deterioration of patients with COVID-19 in primary and community care settings.

This document sets out principles to support remote monitoring of patients with confirmed or possible COVID-19 using pulse oximetry, It should be read alongside the general practice and community health services standard operating procedures and can be found here

Annex 2: which provides a remote monitoring COVID-19 diary can be found here

NHSX has launched a new video on how patients should use a pulse oximeter and track results. This is led Dr Matt Inada-Kim, the clinical champion for Covid Oximetry @Home and National Clinical Director - infection, antimicrobial resistance (AMR) and deterioration at NHS England and NHS Improvement.

And recently published a case study about how pulse oximetry its supporting general practice in the response to the coronavirus pandemic.

Supported by Wessex Local Medical Committees and led by Dr Matt Inada-Kim (HHFT) and Dr Karen Kirkham (Dorset ICS), this webinar offers an opportunity to learn from the experiences of four pilot sites and understand how this approach could be used to support service development.

Online Resources

- ✓ The AHSN Network updated Covid Oximetry and virtual wards information can be found here

- ✓ World Health Organisation COVID-19 Clinical management: living guidance (the recommended use of pulse oximetry at home) can be found here

- ✓ WESSEX AHSN Covid Oximetry at Home Toolkit can be found here and describes an enhanced package of care for individuals with confirmed (or suspected) Covid-19 at risk for future deterioration.

- ✓ Find latest operational updates on the NHS futures site here

- ✓ A Clinician guide for using AccuRx in virtual wards can be found here

- ✓ Find top tips and lessons on how to deliver a Covid Virtual ward here

- ✓ Remote monitoring to support rapid assessment of vulnerable care home residents case study can be found here

- ✓ Supporting patients to self-monitor in the community settings case study can be found here

- ✓ e-lfh training on COVID Oximetrey@home can be found here

Digital Foundations

Digital Literacy

As health information and services are increasingly delivered digitally, it is important to ensure that our primary care workforce is equipped with the necessary skills and competencies to support digital delivery in practice.

Digital literacy is about the ability for everyone working in healthcare being able to learn, work and develop effectively in a digital workplace and society.

By providing the necessary training, guidance and encouragement for practice staff to develop digital skills, we can improve staff satisfaction and confidence whilst improving the quality and accessibility of digital primary care services.

Learn more about what Digital Literacy is and why it is important in this HEE video here

Online Resources

- Health Education England has developed a digital capability framework to support the improvement of the digital capabilities of everyone working in health and care

- Digital Unite's online technology guides provide how-to guidance covering a whole host of digital topics.

What can I do?

- Work with staff across the varied roles within the practice to identify skills and training needs

- Consider nominating a champion from each staff group to encourage and support others along the transition

- Consider internal or external training sessions to improve the practice skills

- Ensure leadership is engaged with digital skills as a priority. Digital leadership is key to developing staff confidence and it's important to ensure staff feel encouraged to take up learning opportunities.

Digital Champions

Creating Digital Champions within your practice or PCN can be a great way to develop digital skills and promote a positive digital culture.

- Digital Learning Solutions provide basic office training packages can be found here

- Learn about how a Digital Champions approach was used to digitally upskill practice nurses in Staffordshire here

- Learn from a practice digital champion how they are using technology to help deliver patient pathways here

- Hear how a practice digital champion in North Preston felt more competent in utilising digital to increase patient participation practice campaigns here

- A new online training platform for digital health champions has been developed so digital health champions can understand and help overcome people's barriers to managing their health online. Find Digital Unite's platform here

Digital Inclusion

There is a clear and strong relationship between groups that are digitally excluded and those at greater risk of poor health. People from excluded groups or living in deprived areas often lack the skills, ability and means to get online.

As the health service is becoming increasingly digitised, it is important to ensure that services do not exclude those harder to reach groups or those patients that are less digitally literate.

Helping patients to access digital health services can help them to better manage their health and care, offer them a better choice and convenience of service, and improve their access to services reducing health inequality.

Access free courses for patients to learn digital health skills can be found **here**

Everyone Counts

✓ Ensuring individuals can access, understand, appraise and use information and services to make decisions about their health is key. Improving people's digital skills will enhance their ability to self-manage their health. Find out more about digital inclusion here

✓ Online consultations can offer an easier access point for some harder to reach patients like the deaf community or those with English as their second language. Patients at the practice highlighted in this case study reported being able to take their own time, felt less pressured (compared to a telephone consultation) and could request the help of a friend or family member to complete the online form.

✓ Some video solutions offer the ability to have a 3-way conversation between a patient, clinician and an interpreter, sometimes called video relay services. You can read more about the free service from BSL Health Access here

✓ Introduce practice champion volunteers to help improve access. They support service improvement, run groups for patients, help improve access to digital and improve digital skills and confidence. Find out more here

✓ Guidance on making online content accessible can be found here

✓ Find out what makes a video consultations good for your patients here

✓ Quickly signpost patients with the NHS Service Finder which gives practice teams access to accurate information when signposting patients to other local services. Find out more here

Why do it?

11,300,000 people lack basic digital skills / 4,800,000 people never go online at all (source NHS Digital). Learn how engaging with groups at risk of poor health helps increase digital inclusion here and learn more from the Good Things Foundation - NHS widening digital participation 2020 report here

Benefits

- Confidence in using online services will allow for patients to get the care they need when they need it
- Patients can self-care which can improve health outcomes
- Reduces health inequalities allowing for all patients to access care and communicate with the practice

Things to consider

- **Design** - not all digital services and products are accessible and easy to use, consider whether yours can be improved
- **Awareness** - not everyone is aware of digital services and products available to them, how are you promoting yours?
- **Staff capability and capacity -** not all health and care staff have the skills and knowledge to recommend digital services and products to patients and service users. Consider what training needs your staff might have.
- Learn more from the **NHS Digital guide** to help healthcare providers, commissioners, and designers ensure that services delivered digitally are as inclusive as possible, meeting the needs of all sections of the population here

Managing your Appointment Book

NHS Digital has been collecting data from GP appointment systems and publishing it collated by ICS area, since 2018.

This data provides a picture of general practice appointments and includes details such as the number of appointments, the healthcare professional carrying them out, and where possible, the mode of delivery, e.g. face to face, or telephone.

Rapid changes in the way that primary care services are delivered in response to COVID-19 has highlighted that not all clinical interactions are recorded in the appointment book, leading to underreporting of primary care activity.

This programme has been developed in order to support improvement of GP Appointment Data and ensure we begin to accurately capture the full scale of activity that general practice provides.

Support and Guidance

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Recording appointments

Improving General Practice appointment data (GPAD) guidance for practices on standard national general practice appointment categories has now been published to support the mapping of local appointment slots to these new categories.

Primary care networks will be incentivised through the Investment and Impact Fund for their practices completing both the mapping and improvements in overall appointment data quality by the end of quarter one in 2021.

Practices are required to record all appointments in their clinical systems in line with this definition and should refer to new system specific guidance, published by NHS Digital, which provides tips on how to improve data quality recording.

To ensure all appointments are being recorded in general practice appointment books, and to fully capture the scale of work and workload in general practice, guidance has been produced that provides an agreed definition of an appointment, and asks general practice to start applying this now and systematically, as an important first step to improve data quality.

South East Region Recommendations

Currently there are over 400,000 appointment slot types being used across the country and there is a need to ensure accuracy in data across the South East region in order to enable better local understanding of the type of appointments being carried out to support capacity and demand in practice.

The South East Pilot consisted of over 20 plus practices participating in mapping activities and the following are recommendations for practices to follow in order to ensure that our region is able to collect consistent data across the South East Region:

- ✓ **Top Tips**… when preparing to map slot types to national categories can be found here

- ✓ **Top Tips**… after mapping to national categories to ensure your GP Appointment Data is spot on can be found here

- ✓ **Reporting -** The reporting on national categories is currently under development but you don't have to wait, you could run your own reports. For EMIS you will need to use the EMIS GP Workload tool and you can find the guide here. *You will need to select National Category rather than Slot Types – This may be possible in other systems using their own reporting functionality.*

It is in all our interests to accurately capture the full scale of activity in general practice and PCNs. Ensuring all appointments are recorded consistently across the system will offer a number of key benefits including being able to capture at scale data to support practices. A regional Practice Support Pack has been developed to help drive this initiative and help practices align their data.

Regional Practice Support pack can be found here

National IBC team will be offering support to the South East region. Contact Nicolas Bowyer, Implementation & Business Change Support Manager, IBC South at Nicolas.bowyer@nhs.net for additional information.

Register to attend NHS Digital GP Appointment Data webinars here and you can find slide pack here

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Rapid changes in the way that primary care services are delivered in response to COVID-19 has highlighted that not all clinical interactions are recorded in the appointment book, leading to underreporting of primary care activity.

A number of improvements are planned in 20/21 to improve GP Appointment Data and ensure we accurately capture the full scale of activity that general practice provides.

Support and Guidance

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Recording appointments

Improving General Practice appointment data (GPAD) guidance for practices on standard national general practice appointment categories has now been published to support the mapping of local appointment slots to these new categories.

Primary care networks will be incentivised through the Investment and Impact Fund for their practices completing both the mapping and improvements in overall appointment data quality by the end of quarter one in 2021. Queries should be directed to Nicolas.bowyer@nhs.net

Practices are required to record all appointments in their clinical systems in line with this definition and should refer to new system specific guidance, and the SE region practices should refer to the SE recommended categories to ensure alignment across the South East region here

To ensure all appointments are being recorded in general practice appointment books, and to fully capture the scale of work and workload in general practice, guidance has been produced that provides an agreed definition of an appointment, and asks general practice to start applying this now and systematically, as an important first step to improve data quality.

Why it matters for practices

It is in all our interests to accurately capture the full scale of scale of activity that general practice. For Practices and PCNs, ensuring that all appointments are recorded accurately will offer a number of key benefits.

- ✓ To better understand practice activity and workload across the month and during the year.

- ✓ To identify pressure points that need mitigating for the benefit of staff and patients.

- ✓ To plan deployment of extra and existing staff, as general practice undertakes its biggest ever workforce expansion.

South East Region Recommendations

📅 400,000 slot types

Currently there are over 400,000 appointment slot types being used across the country and there is a need to ensure accuracy in data across the South East region in order to be able to enable better local understanding of the type of appointments being carried out to support capacity and demand in practice.

The South East Pilot consisted of over 20 plus practices participating in mapping activities and the following are recommendations for practices to follow:

- ✓ **Top Tips**… when preparing to map slot types to national categories With contributions from practice participants in NHS SE region's GPAD pilot can be found here

- ✓ **Top Tips**… after mapping to national categories to ensure your GP Appointment Data is spot on with contributions from practice participants in NHS England and Improvement South East Region's GPAD pilot can be found here

- ✓ **Reporting -** The reporting on national categories is currently under development but you don't have to wait, you could run your own reports. You will need to use the EMIS GP Workload tool. Here is a guide. Select National Category rather than Slot Types

Regional Support pack for practices can be found here

National IBC team will be offering support to the South East region. Contact Nicolas Bowyer, Implementation & Business Change Support Manager, IBC South at Nicolas.bowyer@nhs.net for additional information.

Information Governance & Record Sharing

All providers of NHS care are required to have effective arrangements in place to govern the use of information in the delivery of patient care.

As collaboration is not new to general practice, practices have been developing stronger relationships with each other and with other care providers allowing for new ways of working. It will be necessary to ensure governance is in place for the protection of all practice staff and patients.

Record sharing allows for general practice organisations to access the right information to treat and predict the needs of patients, and supports the design of local services that meet these needs and improve patient outcomes.

Tools available to support

- NHS X has published advice which sets out some of the tools that doctors can use to support individual care, share information and communicate with colleagues during this challenging time.

- BMA Principles for sharing and accessing local shared electronic patient records for direct patient care can be found here

- NHSX Data Sharing Agreement (DSA) template can be used by all NHS/Social Care Organisations. The guide can be found here and a template can be found here.

- This Data Protection Impact Assessment (DPIA) template has been produced, and partially completed, by the NHSE Digital First Primary Care assurance team to support Primary Care organisations, implementing Total Triage and Video Consultations through COVID-19.

- The General Medical Council have produced some guidance on confidentiality during the COVID-19 crisis here

- This online portal brings together national guidance on information governance with the aim of ensuring IG guidance is clear and consistent for those working in health and care organisations

- The Information Commissioner's Office has published a statement about how it will consider complaints about data protection practices during the pandemic along with resources that answer frequently asked questions.

- COVID-19 Information governance advice for IG professionals can be found here

- FAQs for information governance professionals can be found here

- Find out what GP practices need to do to comply with the national data opt-out policy, and provide your patients with appropriate information here

- Key Principles on for intimate clinical assessments undertaken remotely can be found here

Lloyd George

- Example of an Lloyd George DPIA here

- Redmoor Lloyd George FAQ document can be found here

Digital First Supplier Matrix

There are a selection of Digital First suppliers that are known to provide clinical capacity. This provides an opportunity for these suppliers to support the current pressures on Primary Care by facilitating a portion of the routine clinical work undertaken by Health Care Professionals currently, which will have the effect of releasing capacity back into the system.

An assessment of the Digital First market place has been undertaken with a focus on providers who can offer clinical capacity as part of their System(s). The functionality of these provider systems is detailed within the supplier matrix on the slide, across.

Further information on other digital systems that can help provide capacity can be found in the Primary Care Resilience Guide, linked **here.**

Supplier Matrix & System Feedback

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Supplier Matrix

System	Provider	1	2	3	4	5	6	7	8	9	Provide Clinical Capacity	Known use within SE Region
Babylon	Babylon Partners Limited	✓	✓	✓	✓	✓	✓	✓	✓	✓	Yes	Sussex
Livi	Digital Medical Supply UK Ltd	✓	✓	✓		✓	✓	✓		✓	Yes	SHL, Sussex
Docly	MD International Ltd	✓	✓	⚙	✓	✓	✓	✓	✓	✓	Yes	
Q Doctor	My Med Ltd	✓	✓	✓	✓	✓	✓	✓	✓	✓	Yes	BOB
Push Doctor	Push Doctor	✓	✓		⚙	✓	✓	✓	✓	✓	Yes	BOB

1	2
Web App	Mobile App
3	**4**
Symptom Checker	Triage
5	**6**
Video Consultation	Appointment Booking
7	**8**
One-Way Messaging	Two-Way Messaging
9	**⚙**
Signposting	In development

System Feedback

- ✓ "Securing additional clinical support has undoubtedly boosted capacity, particularly in smaller practices, even if mainly to cover pressures from sick leave/self-isolation etc.– and reduced waiting times "

- ✓ "Bringing resources in-house to practices has reduced the issues of patient displacement that we may otherwise encounter if patients sign up to the broader online offers"

- ✓ "Additional clinical resource to support our online offer has helped enhance patient experience and sped up access to clinical advice in these difficult times"

Procurement

- ✓ The intention is that the upcoming Digital First OC/VC Framework will include scope for Clinical Capacity.

- ✓ If practices/PCNs/ICSs wish to explore these providers for clinical capacity further, the Procurement Hub are available support through the necessary process: commercial.procurementhub@nhs.net

- ✓ A full supplier matrix can be obtained by contacting the Procurement Hub or Digital First team, contact details can be found, here.

Hands on support

If you or your practice team require support implementing digital services, you can access support through your local digital team in your ICS.

We welcome any opportunities to work with you on developing a case study where we can share best practice with the rest of the region and have developed a case study template you can access below.

You can also contact us for any additional queries and a member of the team will be in touch.

england.dfpcsoutheast@nhs.net

Find case study template here

Key Contacts

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Programme Mailboxes	
For Product or Programme specific queries, you can access support from the relevant programme teams listed below.	
Programme	**Contact**
GP Connect	gpconnect@nhs.net
Electronic Prescription Services	EPSSupport@nhs.net
Online/Video Consultation/Total Triage	england.digitalfirstprimarycare@nhs.net
NHS App	england.nhsximplementation@nhs.net
Procurement	commercial.procurementhub@nhs.net
Managing your Appointment Book	england.gpad@nhs.net
Practice Website Team	england.nhsximplementation@nhs.net
Information Governance & Record Sharing	enquiries@nhsdigital.nhs.uk
Proxy Access	england.carehomesgpproxy@nhs.net
ICS	**Contact**
Sussex	sxccg.facilitators@nhs.net
Surrey Heartlands	syheartlandsccg.gp-info@nhs.net
BOB	kamalbahia@nhs.net
Frimley	Please contact england.dfpcsoutheast@nhs.net and we will direct you
HIOW	Please contact england.dfpcsoutheast@nhs.net and we will direct you
K&M	kmccg.digital@nhs.net
Redmoor Support offer	
Redmoor Health has an experienced team with practice management and IT backgrounds who can support practices to improve their online services offer. This support is available for groups or through 1-1 coaching. Access to support is via the support centre which can be contacted by emailing hello@redmoorhealth.co.uk	