

## **Securing Excellence in Child Health Information Services IT operating model**

### **Frequently asked questions**

1. **What is the purpose of IT Operating Model for Child Health Information Systems**

The IT Operating Model defines the future operating model for commissioning Child Health Information Systems and associated support services that take effect from 1<sup>st</sup> April 2013 and to make clear organisational responsibilities associated with these arrangements.

Its purpose is to ensure safe transfer of commissioning responsibilities from Primary Care Trusts to ensure that all existing information systems and associated support for child health information, including the Personal Child Health Record [“Red Book”], continue to exchange data with partners and share information with parents & carers. This is important to ensure business continuity for these critical services during and after transition.

2. **How will quality improve?**

An agreement has been made between the Secretary of State for Health and the NHS Commissioning Board (NHS CB) under section 7A of the National Health Service Act 2006, which sets out certain public health services to be commissioned by the NHS CB as part of the system design to drive improvements in population health.

Through this delegation of commissioning responsibility, the NHS CB will undertake responsibility for ensuring CHIS systems and associated services are commissioned effectively from any able provider that meets technical and resource capability. This is described in the CHIS service specification (specification 28) and the CHIS information requirements specification (IRS). It is also supported by the output based specification (OBS), which is a gold standard for CHIS to be used by IT suppliers and commissioners when redesigning or re-procuring CHIS to bring greater consistency to the functionality across England.

The NHS CB has to ensure the services they commission conform to data quality, information standard notices (ISNs) and technical standards. The CHIS IT provision must be compliant with process and exchange information as determined by the NHS CB. The CHRD (or equivalent

function) must be adequately resourced and staffs trained to record and manage the relevant data within the child's care record.

Any CHIS service provider appointed by the area teams will have to deliver to a set of quality and IT safety standards, including compliance with Information Governance Toolkit (IGT), interoperability toolkit (ITK) standards, clinical safety and assurance, network security, registration authority services and effective fail-safe systems that are continuously monitored to enable data management and exchange, as determined by the NHS CB..

Public Health England (PHE) responsibility is to support delivery of NHS CB's operational responsibilities as delegated by the Section 7A agreement and ensure that the arrangements are robust.

PHE will also co-ordinate the updating of the CHIS IRS and the associated OBS as requirements change.

3. **Who has been involved in the co-production of the IT operating model for child health information services to ensure arrangements are in place for safe transition and business continuity?**

The IT operating model for child health information services has been the product of good matrix working across the NHS CB, involving Patients and Information, Operations, Finance, Commissioners, Public Health England, Health Protection Agency, members of the Child Health Information Services Transition Steering Group, DH policy leads, PCT Cluster Director of Informatics, and Department of Health Informatics Directorate (NHS Connecting for Health).

4. **Will the Personal Child Health Record continue to exist and who is responsible for its provision?**

The continuation of the Personal Child Health Record (PCHR) will continue to be an essential tool to ensure data exchange and data collection within CHIS and continued information sharing between professionals and parents and carers.

The purchase, administration and delivery of PCHR to parents will be the responsibility of each service provider where maternal and infant health care is delivered. If existing arrangements are for CHRDs to oversee the supply of PCHR to maternity units and health visiting teams to support data collection processes, this will continue unless other systems of ensuring supply are commissioned. This may be subject to review by the NHS CB.

5. **What information reporting requirements will be extracted from CHIS and reported to NHS CB area teams?**

CHIS service providers as commissioned and directed by the NHS CB will manage the processing of data returns and statutory reporting requirements to support the NHS and PHE in the overall management of public health programmes. This includes:

- The maternity and children's dataset which is a new national dataset that has been approved for collection from 1<sup>st</sup> April 2013, one component of this is the Children and Young People's Health Services Secondary Uses Dataset, ISB 1069.
- Local child health reporting requirements for newborn screening, childhood immunisation and children's public health services 0-5.

In the longer term the CHIS provider will report all activity to HSCIC at record level and NHS CB area teams will be able to access this online.

6. **How does CHIS service provider assure that the data within the CHIS systems meets the needs of the various clinical and public health programmes to which it links and serves?**

The NHS CB will expect the CHIS service provider to have the appropriate skills and experience to understand the health relevance of the data and who is in a position to ensure that it meets the needs of the various clinical/public health programmes to which it links and serves.

The NHS CB will be responsible to specify these requirements through contractual management agreements and performance management arrangements.

7. **What happens in the event that legacy child health information system providers are not fully compliant with the CHIS information requirement specifications and gold standard OBS?**

If legacy providers of CHIS are partially compliant with the CHIS IRS and CHIS OBS specifications, then the NHS CB is required to liaise with PHE, the Department of Health (DH), IT suppliers, user groups and networks to develop and agree a realistic roadmap for progression towards the gold standard of CHIS by 2015.

8. **Who is responsible for the ongoing development and maintenance of technical and quality standards such as ISNs, OBS and information requirements?**

NHS CB with advice and guidance from PHE will be responsible for the

ongoing development, maintenance and co-ordination of technical and quality standards such as ISNs.

PHE will co-ordinate the updating of the CHIS IRS and the OBS as requirements change, which will be subject to periodical review in order to incorporate new and emergent needs from public health policy and strategy unit and to update clinical practice.

HSCIC will continue to maintain existing standards for quality and IT safety, IGT, ITK and clinical safety and assurance. The NHS CB may commission additional support for new and emergent needs or may choose to oversee them.

9. **Who is responsible for the provision of local IT support services for CHIS service providers?**

The CHIS service provider will be free to choose any local IT delivery organisation to provide support services. This will include local service desk and technical support, training, associated hardware, network services and registration authority services if applicable.

Any IT assets funded previously by the service provider that are not exclusive for the functioning of the CHIS system (such as staff PCs), will not be covered by these arrangements.

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

The funding is based on existing arrangements and costs. CHIS and CHRD service provision will be commissioned using the NHS CB public health budget through the appropriate and agreed contractual frameworks. The allocation of annual CHIS commissioning funds to CHIS service provider organisations acts as an annual income to ensure compliance and conformance to meet the CHIS operational and technical standards.

The operating budget to commission CHIS service provider will cover costs for a CHIS system and operating licences, CHRD (or equivalent function) and associated activities (including PCHR), staffing and associated IT support.

The CHIS service providers need to identify cost of providing CHIS system and agree the contractual budget with NHS CB area teams.

11. **Who is responsible for the IT assets, hardware replacement programmes and ongoing provision for staff training?**

This is the responsibility of the CHIS service provider.