

Gateway Publications Reference: 05383

GP IT Operating Model – 2016/18 – 3rd Edition

Frequently Asked Questions (FAQs)

1. Why has the GP IT Operating Model been revised?

There is a need to ensure that the [GP IT Operating Model](#) remains fit for purpose, building on the foundations set in the 1st and 2nd editions, whilst reflecting and being responsive to the changing environment outlined in the Five Year Forward View, [General Practice Forward View](#) and [Personalised Health and Care 2020](#).

The revised Operating Model aims to better align with the 'sustainability and transformation' agenda, providing increased local flexibility, to enable local solutions that meet local requirements, underpinned by a new output-based Digital Primary Care maturity assurance tool.

2. What are the key revisions within the GP IT Operating Model 2016-18, 3rd edition?

The revised operating model describes the financial operating arrangements, assurance process and leadership required to support the effective delivery of GP IT services. A '[Key Facts](#)' document has been published, that outlines key revisions within the 3rd edition of the [GP IT Operating Model](#). Key areas of revision include:

- a. Redefined categories and scope of service within the **Schedule of Services**, that includes additional 'core and mandated' GP IT requirements
- b. **Revised funding model**
- c. **Assurance arrangements updated** to include:
 - i. A new Digital Primary Care Maturity Assurance model that is embedded within the Primary Care Web Tool that CCGs, GPs and Regional DCO teams will already be familiar with
 - ii. Alignment with CCG Improvement and Assessment Framework (CCG IAF), including two specific 'digital' indicators
- d. Other updates reflect evolving models of care, confederated working, changes with co-commissioning, transition from N3 to the future Health and Social Care Network (HSCN) and the recently released GP Forward View (GPFV) arrangements.

3. What are the main additions to 'core and mandated' GP IT requirements for 2016-18?

- a. Remote access to the clinical system at the point of care
- b. Electronic messaging for direct patient communications ie SMS
- c. Local Digital Strategy
- d. Specialist IT security support services for practices including cyber security
- e. GP Data Quality Service

NB: Excludes full data accreditation schemes/models which would be classed as 'enhanced primary care IT' services

4. Can responsibility for providing GP IT services be devolved from the CCG to another party?

NHS England is accountable for the delivery of GP IT services, but responsibility for the commissioning of GP IT services has been delegated to CCGs in line with directions issued to CCGs by NHS England under the NHS Act 2006 (as amended). As such, whilst CCGs may delegate certain aspects of local delivery arrangements as part of locally commissioned GPIT services, they would continue to remain the responsible body.

Responsibility for GP IT cannot therefore be delegated to any party other than a CCG.

The CCG Practice Agreement outlines the terms governing the provision and receipt of GPSoC services and GP IT services. This nationally developed agreement sets out the basis on which a CCG will provide the services to practices, and each practice's responsibilities in respect of the receipt of these services, as outlined within the GP IT Operating Model.

The CCG is responsible for commissioning GP IT services from appropriately qualified IT delivery organisations. Where traditional GMS/PMS/APMS primary care essential services to a registered patient list are delivered by alternative providers ie not a traditional GP provider, this should not impact on CCG responsibility locally in respect of GP IT requirements as outlined in the GP IT Operating Model.

5. Can you outline GP IT funding arrangements for 2016/17?

A '[Key Facts](#)' briefing document has been published, that outlines key revisions within the 3rd edition of the GP IT Operating Model, including revised funding arrangements as summarised below:

- a. **GP IT Revenue:** Whilst the overall budget for GP IT remains static for 2016/17, the release of GP IT Transition monies in previous years has enabled uplift on CCG GP IT revenue allocations from £146m to

£173m, which in real terms provides an uplift of ~18.5%, from the 2015/16. From 2016/17, GP IT revenue monies will be distributed directly to CCGs to manage locally, through CCG baseline allocations. The first call on GP IT revenue funding locally, is the provision of 'core and mandated' GP IT services, as outlined in the schedule of services.

- b. **GP IT Capital:** NHS England is planning to invest £65m in GP IT infrastructure in 2016/17. This is an increase of 17.5% over the 2015/16 final budget allocations.

6. What are the target delivery dates and funding arrangements for Wi-Fi services to be available in GP practices for staff and patients?

The [GP Forward View \(GPFV\)](#) outlines that Wi-Fi services will be available in GP practices for staff and patients, with funding to be made available to cover the hardware, implementation and service costs from April 2017.

In support of this, the [GP IT Operating Model](#) highlights that *'from 2018, there will be a 'Core' requirement for CCGs to commission Wi-Fi services in General Practice, with access for staff and patients. National funding will be made available to cover the initial hardware, implementation and service costs'*.

The [Health and Social Care Network \(HSCN\) programme](#) within NHS Digital (formerly known as HSCIC) will be working closely with NHS England to develop and agree the delivery and funding approach.

7. Is GP IT revenue money 'ring fenced'?

Whilst the overall budget for GP IT remains static for 2016/17, the release of GP IT Transition monies has enabled uplift on CCG GP IT revenue allocations from £146m to £173m. Which in real terms provides an uplift from the 2015/16 allocation of 18%. From 2016/17, GP IT revenue monies are included in CCG baseline allocations, calculated on the CCG 'fair share' allocation formula.

Whilst not ring fenced, the GP IT Operating Model 2016/18 outlines key responsibilities for CCGs, with 'core and mandated' GP IT delivery to be a priority for investment. CCGs should also be looking to support 'enhanced and transformational' services, in order to support sustainability and transformation plans for the future and enable the move towards the Paper-Free 2020 vision, supporting new models of care and service transformation.

8. Who is now responsible for commissioning of Primary Care IT Enabling Services?

NHS England remains directly responsible, through its Regional DCO Teams, for commissioning these specific support services for General Practice, which include the following:

- Registration Authority support

- IG Support
- NHS Mail Administration support
- Clinical Safety Officer support

These are fundamental IT services which every General Practice must receive and these services should be commissioned from appropriately qualified IT delivery partners based on a service level agreement.

Revenue funding provision for PCES has been increased from £8.64m in 2015/16, to £11m in 2016/17, with the uplift specifically targeted at enhancing IG support arrangements. Funding provision is made to NHS England's Regional Teams as part of baseline Primary Care commissioning allocations.

A Commissioning Specification: 'Information Governance Support for Primary Care Providers' has been developed to support commissioners and provide an outline structure for contracting purposes. This can be accessed via the following link:

<https://www.england.nhs.uk/digitaltechnology/info-revolution/digital-primary-care/>

For other primary care contractors, NHS England regional DCO teams will assure that arrangements for these IT support services are in place for those contractors who have access to and use of national clinical information systems, as part of local commissioning arrangements. This includes community pharmacies, appliance contractors, dental practices, primary ophthalmic providers and primary care provided within prisons.

9. Are there any major changes to the Commissioning of Primary Care IT Enabling Services in the revised GP IT Operating Model 2016-18?

There are no major changes with regard to service provision arrangements for Primary Care IT Enabling Services, other than the uplift to £11m nationally for PCES targeted at IG service provision arrangements for General Practice. Any specific funding queries should be directed to Regional Finance Teams in the first instance.

10. Is there any guidance available to support the commissioning of IG support services for General Practice?

An IG service specification for Commissioners '[**A commissioning specification: Information Governance support for Primary Care Providers**](#)' is available to inform and support the commissioning of IG support services for General Practice and to provide an outline structure for contracting purposes, remains current and applicable. This document is available on the Digital Primary Care website at the following link:
<http://www.england.nhs.uk/ourwork/tsd/sst/it-pc/>

11. In the NIB roadmap it mentions that CQC will take some measures against checking Records Outcome - am I assuming right that it will be based on DMI KPIs?

The initial focus of work has been to ensure that the Digital Primary Care Maturity Assurance (DPC MA) tool is available to CCGs, GPs and Regional DCO teams, to provide timely intelligence to support the effective commissioning of GP IT services, targeted investment to inform development of Local Digital Roadmaps (LDRs) and Sustainability and Transformation Plans (STPs), helping to identify areas for future investment. The DPC MA tool could also be used to support GPs with Care Quality Commission assessments.

12. Is there any specific guidance available to support CCGs in procuring GP IT equipment and services?

The [GP IT Operating Model – Securing Excellence in GP IT Services 2016-18](#) outlines specific requirements in terms of ‘core’ infrastructure service and IT estate management, with the CCG Practice Agreement outlining responsibilities of both parties i.e. CCG/GP.

A [General Practice IT Infrastructure Specification](#) (NHSE, 2014) is also available - see link below:

<https://www.england.nhs.uk/digitaltechnology/wp-content/uploads/sites/31/2015/06/nhse-gp-it-infra-spec.pdf>

This document defines the core information technology considerations when implementing IT systems for use by GP Practices, providing a basis which commissioners can use to define equipment configuration and service levels to support GP Practice IT Operations. The document outlines decision areas that must be considered to successfully commission and implement IT solutions on which to run and support the GP Practice clinical and operational IT systems.

13. Will there be a national framework contract available for messaging services when the current RM1045 agreement expires in 2017?

Provision of electronic messaging (SMS or equivalent) for direct individual patient clinical communication is a ‘core and mandated’ requirement within the revised GP IT Operating Model, Securing Excellence in GP IT Services, 2016-18, with CCGs responsible for local commissioning/provision arrangements for General Practices within their area.

Whilst NHS England worked closely with Crown Commercial Service (CCS) - the central Government procurement agency, to establish the replacement SMS service framework agreement in 2015, the decision regarding the future of the current framework agreement will be taken by Crown Commercial Services.

Crown Commercial Services have a wide range of ongoing procurements in

the pipeline that are being let on behalf of the public sector. A Network Services 2 Framework is currently being considered as part of this process. Visibility of the procurement pipeline together with contact details can be found on the Crown Commercial website: <http://ccs-agreements.cabinetoffice.gov.uk/procurement-pipeline>

14. As part of the GP IT Operating Model, when procuring GP IT enhanced and transformational services, which Standing Financial Instructions should be followed?

The details of the key principles relating to procurement, as provided in Securing Excellence in GPIT Services: Operating Model 2016-18, state that CCGs are responsible for establishing clear Standing Financial Instructions (SFI) between themselves and the chosen delivery organisation. Efficiencies associated with the delivery of core and mandated GP IT services will enable increased investment in enhanced and transformational GP IT services. CCGs will need to follow their own SFIs to ensure value for money in their GP IT expenditure.

GP IT Enhanced and Transformational Services, procured using Estates and Transformation Technology Funds (ETTF), should also follow CCG SFIs due to the nature of the procured service being used for GP IT.