2018/19 Addendum to the GP IT Operating Model, Securing Excellence in GP IT Services, 2016-18

Webinar for GPIT Delivery Partners

Sue Cooke, Senior DPC (GP IT) Programme Lead, NHS England

Nikki Hinchley, DPC (GP IT) Subject Matter Expert / Programme Lead, NHS England

Rommel Lao, DPC (GP IT) Subject Matter Expert / Programme Lead, NHS England

July 2018

Agenda:

- **Main Aims Today's Webinar:** Ensure awareness with GPIT Delivery Partners on:
  - **Background and Context** – GP IT operating arrangements
  - **2018/19 Addendum to the GP IT Operating Model**, Securing Excellence in GP IT Services, 2016-18
    - Timeframe & revision details
    - Roles/responsibilities, key actions/activities

- **Supporting Mechanisms:**
  - Digital Primary Care Maturity Assurance
  - GP IT Commissioning Specification Support Pack

- **Next Steps:** Associated controls and full revision

- **Key Messages – GP IT Delivery Partners:**
  - Working closely with the responsible Commissioner ie: CCGs
  - Familiarity with available support mechanisms/resources

- **Questions?**

www.england.nhs.uk

2018/19 Addendum to the GP IT Operating Model, Securing Excellence in GP IT Services, 2016-18 (revisions)

June 2018

To be read in conjunction with "Securing Excellence in GP IT Services: 2016/2018 Operating Model"
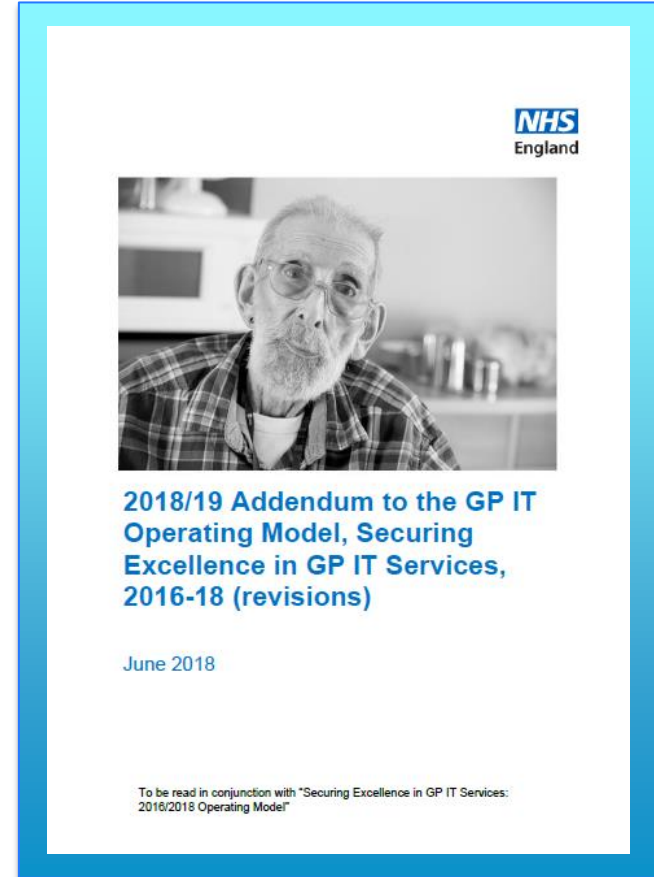
Background and Context:
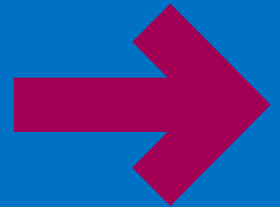
GP IT – Contractual Arrangements:

"New GMS Contract 2003: Investing in General Practice" - the Blue Book (Feb 2003) outlined agreement between NHS Confederation & General Practitioners Committee of BMA on a new practice based contract in General Medical Services (GMS)

- Chapter 4 - makes provision for **modernisation of Information Management & Technology in General Practice**, with commissioners, rather than practices, responsible for funding purchase, maintenance, future upgrades & running costs of integrated IT systems as well as telecommunications links to branch surgeries & other NHS infrastructure and services - to facilitate use of IM&T within primary care

Accountabilities / Responsibilities:

NHS England

- From 1st April 2013, NHS England (NHS Commissioning Board) **accountable** for delivery of GP IT Services - taking over from PCTs

- Commissioning and operational management **responsibility** of GP IT & associated funding delegated to CCGs via NHS Commissioning Board Directions under the NHS Act 2006 as amended

- NHS England retained responsibility for:
  - Ownership of NHS GP IT capital assets (inclusive of legacy IT transferred from Primary Care Trusts)
  - Commissioning Primary Care IT Enabling Services (PCES) *–revised in the addendum*

GP IT Operating Model:
Securing Excellence in GP IT Services:

- Initially published December 2012 - **what does this document do**?

  - Provides a commissioning framework

  - Describes the operating system, leadership & overall accountability and responsibility for the delivery of GP IT – national, regional, local

  - Sets out key elements necessary to support effective delivery of GP IT including:

    - Financial procedures & associated controls

    - Governance arrangements, including roles / responsibilities

    - Leadership required to achieve excellence

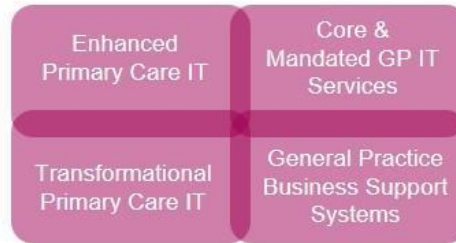   - Service Schedule / GP IT Services

NHS England

- Holds accountability and provides funding for GP IT Services
- Sets strategy and operating standards
- Monitors and drives the benefits of investment
- Commissions certain primary care enabling services

CCGs

- Commission most GP IT Services (delegated by NHS England)
- Drive integrated care through local digital strategy

GP IT Services

GP IT standard support services as set out in Securing Excellence in GP IT Services operating model.

GP IT provision at CCG discretion to support local strategic initiatives and commissioning strategies to improve service delivery.
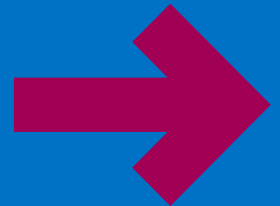
Enhanced Primary Care IT	Core & Mandated GP IT Services
Transformational Primary Care IT	General Practice Business Support Systems

Funded by the general practice to support corporate business delivery functions.

Service Delivery Organisations

- Commissioned by and accountable to CCGs
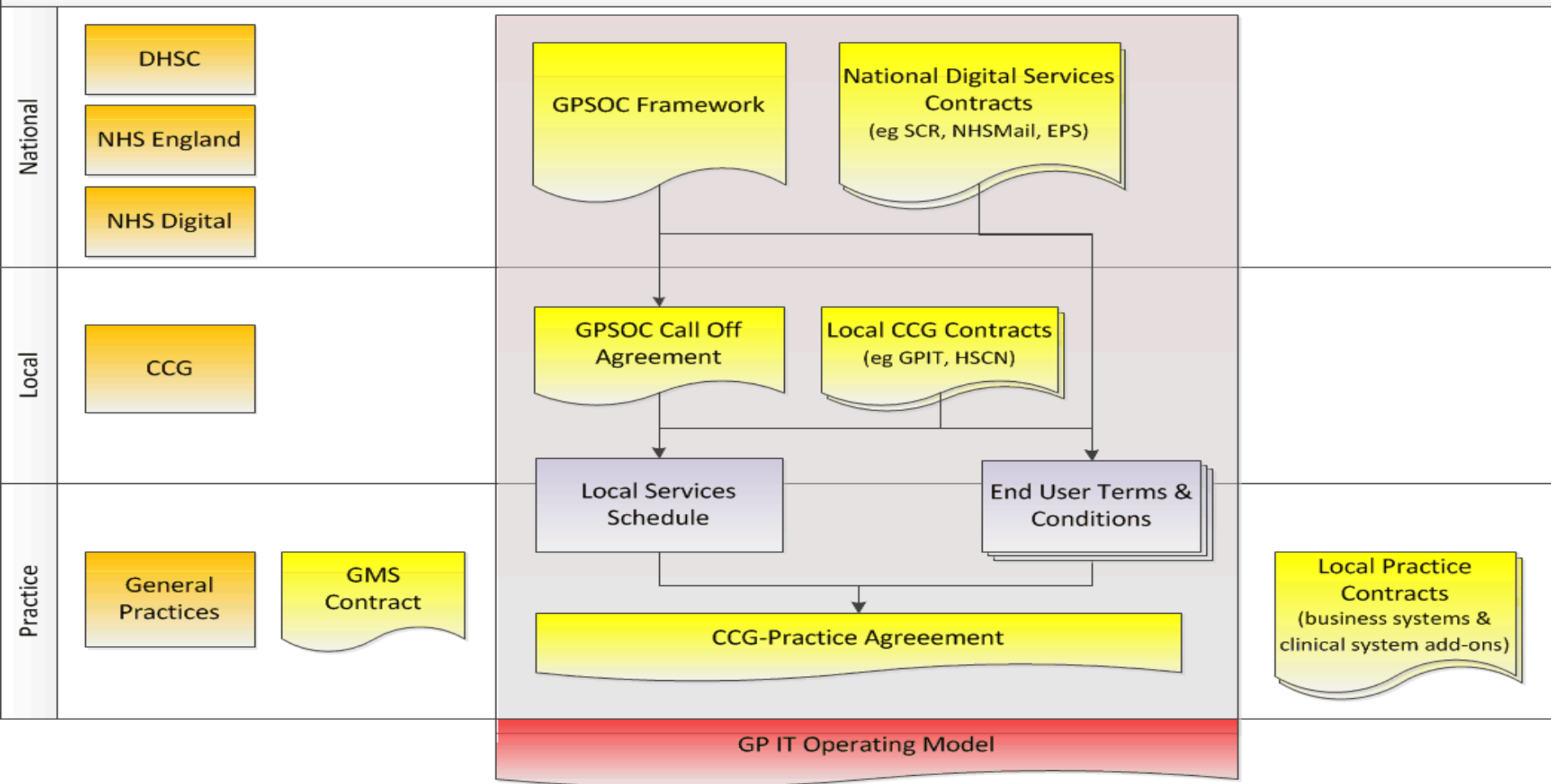- CSUs and any other providers

NHS England

GP Systems of Choice (GPSoC):

- GP clinical systems accredited against national standards
  - RFA
  - Common Assurance Process for GP Systems (CAP-GP)

- Introduced compliance levels 'GPSoC Solution Maturity Model' – to encourage system development

- Guaranteed choice of clinical system (every GP)

- 'Choice' consistent with local development plans (or their equivalents) supported by local business cases & service level agreements

- Practices not expected to exercise right to 'choice' more frequently than 3 yearly
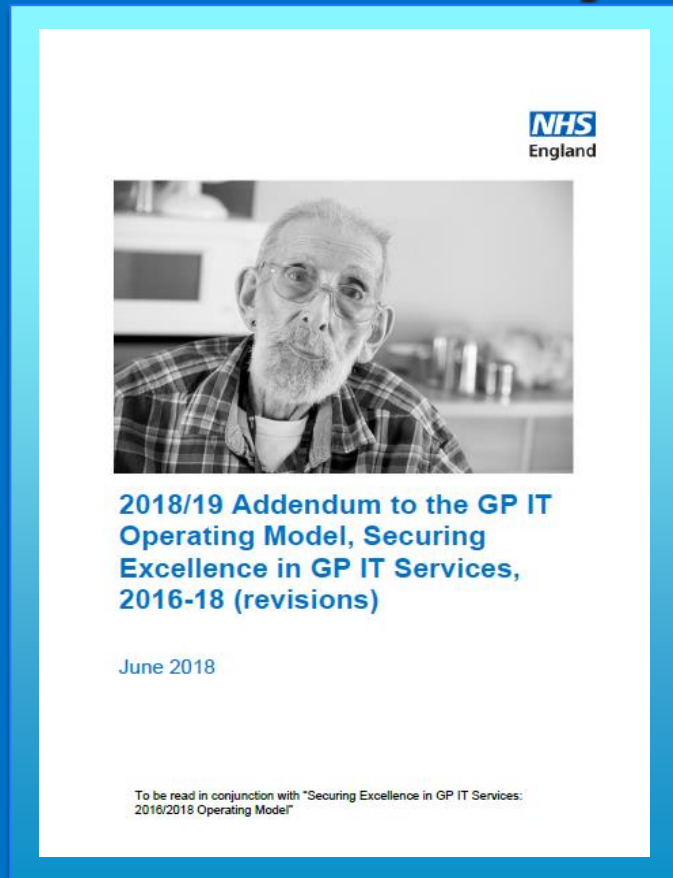
CCG Practice Agreement:

- GP IT Services(including GPSoC) are underpinned by this **nationally developed template agreement** which:
  - Outlines terms governing provision and receipt of GP IT & GPSoC services
  - Replaces previous PCT Practice Agreement
  - Sets out the basis on which a CCG will provide services to practices and each practice's responsibilities in respect of receipt of these services
  - Appendices – customised based on local need:
    - Summary of services table
    - Support and maintenance service levels
    - Escalation procedure
    - Business justification form – guidance/example for migration of GPSoC services
  - CCGs required to sign Agreement with each GP practice (GMS, PMS or APMS contractors offering Primary Care Essential Services to a registered patient list)
  - Pre-requisite for the provision of GP Systems of Choice (GPSoC)

GP IT Operating Model Agreements and controls

National	DHSC NHS England NHS Digital	**GPSOC Framework** · **National Digital Services Contracts** (eg SCR, NHSMail, EPS)
Local	CCG	**GPSOC Call Off Agreement** · **Local CCG Contracts** (eg GPIT, HSCN)
Practice	General Practices · GMS Contract	Local Services Schedule · End User Terms & Conditions · **CCG-Practice Agreeement** · Local Practice Contracts (business systems & clinical system add-ons)

GP IT Operating Model

2018/19 Addendum to the GP IT Operating Model

Timeframe and Revision Details:

NHS England

2018/19 Addendum to the GP IT Operating Model, Securing Excellence in GP IT Services, 2016-18 (revisions)

June 2018

To be read in conjunction with "Securing Excellence in GP IT Services: 2016/2018 Operating Model"

Timeframe:

- **Covers 2018/19** - view in conjunction with GP IT Operating Model 3rd edition – extended into 2019
- **Addressed to CCGs as responsible commissioners** (GP IT services) & includes:
  - Key areas of revision (appendix 1)
  - Associated Schedule of Services GP IT (appendix 2) – updated
  - Figures and tables - detailed changes to existing Operating Model (appendix 3)
    - Figure 7: Information Governance, Data & Cyber Security accountabilities and responsibilities
    - Figure 8: Detailed IG Responsibilities
    - Figure 11: Detailed responsibilities for Primary Care IT Enabling Services
    - Page 40 : Cyber Incident – Flow Diagram
  - Digital Primary Care Maturity Assurance - Revised Indicators (appendix 4)
  - GP IT Commissioning Specification Support Pack (appendix 5)

- **Each Section Provides (as appropriate):**
  - Context and rationale, References to current Operating Model, Timescales
  - Actions needed – CCGs (NHS England Regional/DCO teams)
  - Funding & commissioning arrangements
  - Assurance arrangements

Online Consultation Systems:

Context & Rationale:
- GPFV commitment £45 million revenue fund - stimulate use of online consultation systems in General Practice
- Aimed at improving access and making best use of clinicians' time

Actions:
- Online consultation systems remain an **'enhanced GP IT service'** in the GP IT Operating Model.
- CCGs encouraged to utilise Online Consultation Systems funding - supporting practices in the adoption of online consultation solutions helping improve efficiency & effectiveness

Funding & Commissioning Arrangements:
- Funding arrangements outlined in GPFV Online Consultation Systems fund information
- CCGs with the support & engagement of General Practices as system users will undertake procurement of online consultation systems
- **Commercial and Procurement Hub (NHSE)** can provide expert advice to support local procurement
- **A Dynamic Purchasing System (DPS) Framework** is established to support local procurement

SNOMED Clinical Terms (CT)

Context and rationale:

- SNOMED CT - **international clinical terminology**, enables unified, consistent coding of clinically relevant information in patient records across health & care
- SNOMED CT is the only **current information standard** for clinical terminology - Information Standards Notice SCCI0034
- For General Practice - will **replace Read/CTV3** codes

Timescales:

- **'From' '1st April 2018:** SNOMED CT will commence implementation in General Practice

  NB: SNOMED CT is to be implemented in Secondary Care, Acute Care, Mental Health, Community systems and other systems used in the direct management of care of an individual by 1st April 2020, although a number of organisations already use SNOMED CT coding.

SNOMED Clinical Terms (CT)

NHS England

Actions:

1. **General Practice** - responsible for quality of patient records, including application & use of clinical terminology.
2. **'Core and mandated' GP Data Quality service requirements** - CCGs remain responsible for ensuring a comprehensive support service is available, including training in data quality, clinical coding & information management skills
3. **CCCs should:**
   a. Ensure **commissioned GP Data Quality support services** are reviewed and updated to reflect the requirements of SNOMED CT and align with support provided via GPSOC arrangements.
   b. Familiarise themselves with SNOMED CT including support available via NHS Digital & GPSoC clinical system suppliers
   c. Work closely with **GP IT delivery partners & practices to facilitate a seamless transition**, ensuring GPs fully sighted on transition requirements:
      a. Highlighting associated benefits
      b. Signposting available support
   d. Provide NHS Digital with nominated point of contact for SNOMED CT - snomedprimarycare@nhs.net.
   e. **Following implementation:** GPs require ongoing support as part of 'core and mandated' data quality support services, to fully realise benefits – including regular, systematic review & risk assessment of local templates / reports

SNOMED Clinical Terms (CT)

Actions – As local NHS Commissioners, CCGs are also advised to:

1. Review locally commissioned reporting/data analysis services that support clinical commissioning activity, ensuring any associated data warehousing, extraction and/or analysis tools can accommodate SNOMED CT

2. Review local formularies ensuring accurate reflection of SNOMED CT

3. Review interoperable and integrated systems which utilise existing clinical coding to ensure these reflect SNOMED CT

4. Where third party systems are in use and require upgrading to be compatible with SNOMED CT, the responsibility and cost of these upgrades resides with the contract holder for that system. CCGs may at local discretion use ETTF or local funding streams to support these upgrades

Health and Social Care Network (HSCN)

NHS England

Context and rationale:

- **31 March 2017** - HSCN replaced N3 *(NB: N3 transition arrangements established to enable migration to replacement HSCN services)*

- HSCN - standards-based, multiple-supplier model for network connectivity enabling NHS organisations to source network connectivity from a choice of compliant suppliers, using a variety of procurement routes

Funding & Commissioning Arrangements

- **April 2017** – Commissioning responsibility for HSCN provision for GP delegated to CCGs, with associated funding, as part of **'core and mandated'** GP IT operating arrangements enabling flexibility in the commissioning & provision of HSCN services that meet local needs

- Including **transitional N3 connectivity** and future commissioning of **HSCN core services**

- CCGs to **review General Practice network requirements AND consider ICS/STP arrangements**, to identify HSCN requirements, agree appropriate contract length and value for money investment

Health and Social Care Network (HSCN)

NHS England

Actions:

1. CCGs must sign the HSCN Connection Agreement on behalf of GPs (complete)

2. CCGs need assurance from GP IT delivery partners that they support the CCG (and General Practices) in delivering the above responsibilities
    a. Including adherence to appropriate IG & IT/cyber security requirements as outlined in GP IT Operating Model & CCG-Practice Agreement

3. CCGs have initiated procurement for HSCN services for constituent General Practices - range of procurement options available

4. Purchasing route will not affect HSCN connectivity services accessible to GP or the level of funding devolved to CCGs to commission HSCN services.
    NB: CCGs choosing to direct award HSCN contracts are expected to demonstrate compliance with Standing Financial Instructions (SFIs) & VFM in the absence of a competitive procurement process

5. For all procurement options, CCGs are responsible for the contract ownership and management on behalf of General Practices

Wi-Fi in General Practice

NHS England

Context and rationale:

- General Practice Forward View (GPFV) commitment to provide Wi-Fi services in General Practice for staff and patients (within practice settings)

- Commissioning responsibility for provision of Wi-Fi services for General Practice is delegated to CCGs

Funding & Commissioning Arrangements:

- Time limited national funding for Wi-Fi provision in GP devolved to CCGs from April 2017 - to support implementation of a managed service, including initial deployment & support costs

- The continued provision of Wi-Fi services in General Practice is a 'core & mandated' requirement in the GP IT Operating Model

Wi-Fi in General Practice

Actions:

CCGs will commission Wi-Fi services for General Practices ensuring:

- National **Wi-Fi security standards are met** and adequate support arrangements as outlined in the NHS Wi-Fi Technical & Security Policies / Guidelines are in place

  NB: Patient identifiable data can only be transmitted on the practice Wi-Fi using either "corporate user class" or "medical device" access.

- **Wi-Fi service usage does not impact on core General Practice** activities, in particular performance of GPSoC hosted systems & NHS national systems

- Compliance with **NHS data security & protection requirements**, including appropriate content filtering

- **Unsupported software (by software supplier), browsers, operating systems or devices** must not be used by the practice to access the "corporate" Wi-Fi network in the practice

- **Locally agreed Acceptable Use Policies**, must be in place which should cover all wireless network services provided, including Guest & Bring Your Own Device arrangements

Operating Systems & Software Licensing

- **Context & Rationale: CCGs to ensure:**
    - Continued investment - maintain, develop & upgrade existing IT services / infrastructure, including desktop hardware, operating systems, browsers & software applications
    - Desktop hardware, operating systems & applications meet a locally agreed Warranted Environment Specification (WES)
        - As a minimum meets national WES, relevant GP Systems of Choice (GPSoC) clinical system requirements & GP IT Infrastructure Specification (under review).
    - Effective patch, upgrade and asset management arrangements in place for operating systems & applications.

- **Funding & Commissioning Arrangements**
    - Operating system & necessary application licenses can be funded from GP IT capital where there is payment for 2 or more years & investment complies with wider NHSE Finance Guidance for capital accounting.
      NB: Where the expense is payable annually, this can only be charged against GP IT revenue
    - **NHS Windows Managed Service**

- **Timescales & Actions**
    - April 2018 – replace, remove or isolate unsupported operating systems in the GP IT estate
    - April 2018 - have a plan agreed and commenced to replace, remove or isolate all other unsupported software, browsers or devices in the GP IT estate
    - By 30th September 2018 - capability for central control of desktop security, patch control, access and software installation across the managed GP IT estate (or a plan and timescale to implement this capability by **December 2018**)
    - 14 January 2020 – replace, remove or isolate all Windows 7 operating systems in GP IT estate

Primary Care IT Enabling Services:

- Includes:
  - Registration Authority
  - Information Governance Support Services
  - Clinical Safety Officer Support
  - NHS Mail Administration Support

- **Commissioning responsibility** - from 1st April 2018 **delegated to CCGs** with funding reflected in CCG baseline allocations
  - Allows flexibility to meet local need
  - Ensuring alignment of IG Support Services with CCG commissioned GP IT Cyber & Data Security services
  - Enables local efficiencies through ICS/STP wide planning and commissioning arrangements

Primary Care IT Enabling Services:

NHS England

Actions:

1. **Transition arrangements** - CCGs & NHS E regional DCO teams to work together to transition commissioning, procurement and provision arrangements:

   NB: *In most cases an immediate change in provider is not anticipated in advance of current contract expiry)*

2. CCGs to **consider support requirements for GP** to meet National Data Security Standards for Health & Social Care, Cyber Security recommendations & new General Data Protection Regulations (GDPR)

3. Must include appropriately skilled & resourced **Clinical Safety Officer Support & Information Governance Support**

4. **Other primary care contractors:** NHSE regional DCO teams continue to assure appropriate IT support service arrangements in place for those contractors with access to and use of national clinical information systems, as part of local commissioning arrangements

Data Security & Protection:*

*_i.e. National Data Security Standards for Health and Social Care, Cyber Security and General Data Protection Regulations (GDPR)_

Context & rationale:

- 'Your Data: Better Security, Better Choice, Better Care' (12 July 2017) – accepted **10 Data Security Standards** recommended in July 16 Caldicott Report
- **2017/18 Data Security and Protection Requirements** (DH, NHSE, NHSI - Jan 2018)
- **Data Security Centre & the Data Security & Protection Toolkit** (DSPT) - NHSD will support organisations to put these standards into practice
- **2017/18 GMS Digital Guidance** issued jointly by NHSE & General Practitioners Committee (GPC) - practices encouraged to implement data security standards in the National Data Guardian Security Review - NHSE & GPC agreed to jointly promote compliance
- **Wannacry Report** - Lessons learned review of the WannaCry Ransomware Cyber Attack (DHSC, NHSE, NHSI – Feb 2018)
- EU General Data Protection Regulation **(GDPR) - effective 25 May 2018**

Data Security & Protection:

- **Timescales:**
  - By April 2018 – Replace, remove or isolate unsupported operating systems in GP IT estate
  - By April 2018 - Plan agreed & commenced to replace, remove or isolate all other unsupported software, browsers or devices in GPI IT estate
  - April 2018 – Revised IG Toolkit, the Data Security and Protection Toolkit (DSPT) available
  - 25 May 2018 – GDPR legal compliance
  - By 14 January 2020 – Replace, remove or isolate all Windows 7 operating systems in GP IT estate

- **Funding & Commissioning Arrangements:**
  - IT/cyber security & GP Information Governance support services are part of 'core & mandated' GP IT requirements & should be funded through GP IT revenue.
    NB: From April 2018 PCES funding will be reflected in CCG baselines

  - Funding requirements resulting from changes or upgrades needed to services and systems outside 'core and mandated' GP IT operating arrangements are the responsibility of the local 'contract holder'

Data Security & Protection:

Actions:

1. GPs & CCGs adopt 10 data security standards published by the National Data Guardian & follow guidance from the National Cyber Security Centre, 'Ten Steps to Data Security'

2. GPs should have a plan in place to achieve & demonstrate compliance with EU GDPR requirements

3. Under EU GDPR - mandatory for all public authorities (ie **GPs) to designate a named Data Protection Officer (DPO)** - multiple public authorities can agree to designate a single DPO:
https://digital.nhs.uk/information-governance-alliance/General-Data-Protection-Regulation-guidance

4. The 'core and mandated' IG support service (PCES) to include a **Data Protection Officer (DPO) support function** to support GP designated Data Protection Officers

5. Locally, **CCGs can negotiate an enhanced GPIT service with their GP IT Delivery Partner** as a call off agreement (i.e. chargeable to practices), under the main service contract for the provision of nominated individual(s) to practices that wish to designate a DPO from the service

Data Security & Protection:

NHS
England

Actions, continued**:**

6. Each GP must have a named partner, board member or equivalent senior employee to be responsible for data and cyber security in the practice (extends current **IT lead role**)

7. **CCGs must ensure the GP IT Delivery Partner has equivalent senior level responsibility for cyber and data security** within their organisation

8. Each **GP is accountable for ensuring data security incidents & near misses are reported** when they become aware of these, in accordance with national reporting guidance and legal requirements

9. **Specialist support for GP Cyber Security incident reporting & management** with access to NHS Digital CareCERT is part of core commissioned GP IT security & information governance services

Data Security and Protection:

Actions, continued**:**

10. **Business Continuity arrangements** for GP infrastructure must include:
    a. **Ability to isolate sites and/or individual devices**, where there is an identified incident or high severity threat (relevant to that site)
    b. **Capability to isolate affected PCs from the network within 48 hours of a cyberattack** (Section 3.3)

11. CCGs must ensure GP IT Delivery Partners have disaster recovery & business continuity plans which must be based on a **Recovery Time Objective (RTO) for essential GP IT services of no more than 48 hours**

12. CCGs to ensure locally commissioned GP IT delivery providers (CSUs & others) **submit plans to NHS Digital by June 2018 for compliance with CE+ certification standard by 2021** – *communication shortly*

Data Security & Protection:

- **Assurance Arrangements:**
  - From April 2018 Information Governance Toolkit (IGT) replaced by **Data Security & Protection Toolkit (DSPT)**
    - Forms part of a new framework assuring organisations are implementing the ten data security standards & meeting their statutory obligations for data protection & data security (GDPR).
    - GPs should complete DSPT *(although not contractual)*
    - GP IT Providers must complete DSPT *(CCG obligation)*

  - GP IGT (& subsequent DSPT) data & other relevant criteria, including progress on managing unsupported software, are captured in the **Digital Primary Care Maturity Assurance (DPC MA) tool**

New Models of Care Contracts:

Context & Rationale:

- Multispecialty Community Providers (MCPs) and Primary & Acute Care Systems (PACS) - Framework documents for population-based care models, including based on the GP registered list.

- MCPs & PACS include primary, community, mental health & social care & apply a new model of enhanced primary & community care:

  - **MCP** - combines delivery of primary care & community-based health & care services – incorporating wider range of services & specialists as appropriate locally, to achieve optimum service delivery

  - **PACS** – plus hospital services

- Need to **ensure that GP IT operating arrangements continue to align with & reflect emerging models of care** - as MCPs & PACS become more formalised & established

Actions:

1. Compliance with **existing GMS GP IT contractual obligations**

2. Whilst new contractual forms & service models become fully established, the **scope of GP IT services** provided locally should be those 'core & mandated' GP IT requirements **needed to support contracted Primary Care Essential Services to a registered patient list**

Capital Submissions & Treatment (GPIT/ETTF)

Context and Rationale:

- GP IT capital funds are available for CCGs to invest on behalf of NHS England in GP IT infrastructure needed to deliver 'core & mandated' GP IT services

- Estates and Technology Transformation Funds (ETTF) funds are available for CCGs to invest on behalf of NHS England in GP IT infrastructure & systems required to support 'Enhanced' and 'Transformational' GP IT.
  - Providing these developments meet the criteria of these GP IT services as outlined in the GP IT Operating Model and comply with the NHS England Finance Guidance for capital accounting, they can be classified as GP IT capital.
  - If these conditions are met then capital depreciation arrangements will apply

NB: Wider technology investments for non GP Primary Care or community services will be for CCG's or other local organisations eg provider organisation, to own locally

Support Mechanisms:

Digital Primary Care Maturity Assurance(DPC MA):

NHS England
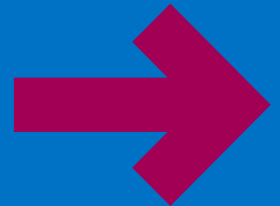
Context & Rationale:

- **Launched May 2016** - rich source of information providing assurance & insight, **supporting investment in digital services in GP, supporting:**

    - **Local commissioners (CCGs) & NHSE** in ensuring local GP IT services support GMS contractual requirements, meet NHS commitments & mandates, are safe, secure & appropriately utilise delegated GP IT funds

    - **General Practice in improving service & organisational efficiency & effectiveness** by utilising digital technology enablers aligning with the ambitions of the GPFV

    - **Emerging ICS/STPs & new models of care** based on integrated care by contributing GP digital datasets to wider "place based" digital maturity models

- **Data collected annually** from NHS Digital systems, directly from General Practices (eDEC) & CCGs (annual CCG questionnaire)

- Available to view via the **Primary Care Web Tool** (PCWT) portal (www.primarycare.nhs.uk)

- Aligns with key drivers eg GPFV, new contracts/models of care & emerging ICS/STPs - **vital to ensure GP IT operating arrangements demonstrate value to the system**

- Reviewed annually - **continued development to support key requirements**

Digital Primary Care Maturity Assurance(DPC MA):

Actions:

1. All CCGs to complete the annual **CCG questionnaire**

2. All **General Practices encouraged to complete the GP IT components**, including "voluntary" questions, in the Annual Practice Declarations (eDEC), providing essential data

3. **CCGs, GPs & NHS England commissioners - to review data** against:

   a. Core and Mandated requirements,

   b. Transformation/new Developments

Next Steps: CCG Face to Face workshops – will **review key themes for analysis** including:

1. Core & Mandated Services

2. Safety & security in a digital environment

3. Efficiency & Effectiveness

   a. GP Forward View

   b. Saving General Practice

4. Supporting Transformation

GP IT Commissioning Specification Support Pack:

Context & Rationale

- May 2015 - NHS England advised CCGs that, in order to secure VFM for GP IT services & minimise the risk of fragmentation, where GP IT is currently sourced from a Commissioning Support Unit (CSU), CCGs are required to re-procure the service through the Lead Provider Framework (LPF) to at least a **minimum standard national specification**

- **GP IT Commissioning Specification Support Pack** developed - intended to **support ALL CCGs** who are procuring GP IT services, particularly with those specialist aspects that make up GP IT services & includes:
    - Support for development of a local specification for the procurement of GP IT services
    - A template to support the capture of key information, as part of a robust discovery process & subject specific help with bidder engagement activity

Actions:

1. **CCGs advised to use the support pack**, which includes data collection tool & specification template in the
    1. **Market testing & procurement** of GP IT services
    2. **Review current GP IT service provision** against ongoing revisions to the GP IT Operating Model, including those outlined within this addendum, where a re-procurement is not scheduled in the near future

NB: This must include a review of cyber & data security services.

Next Steps
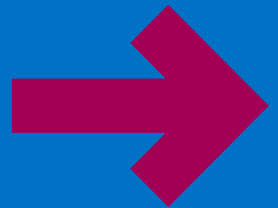
Next Steps:

- **Further Engagement (July-September 2018)**
  - CCG Face to Face Regional Workshops
  - General Practice
- **FAQs document** – in draft
- **Support Arrangements:**
  - **Clinical Safety Officer Training/Support** – visit NHS Digital website
  - **DPC MA Data Refresh**
- **Associated 'control' mechanisms** that underpin GP IT Operating Model arrangements - review underway:
  - CCG Practice Agreement (NHSE, March 2015) - CCN vs full revision?
  - GP IT Infrastructure Specification (NHSE, Sept 2014)
  - The Good Practice Guidelines for GP electronic patient records (DH, RCGP, BMA, Version 4, 2011)
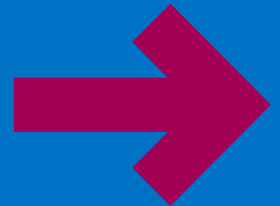- **Full review/revision of GP IT Operating Model arrangements** – next 12 / 15 months
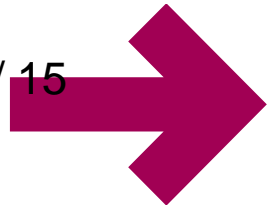
2018/19 Addendum to the GP IT Operating Model, Securing Excellence in GP IT Services, 2016-18 (revisions)

June 2018

To be read in conjunction with "Securing Excellence in GP IT Services: 2016/2018 Operating Model"

Key Messages
GP IT Delivery Partners:

GP IT Delivery Partners (1):

- GP IT Delivery Partners need to be:

  - Working closely with the responsible Commissioner ie: CCGs
    - Ensure that they are sighted on the Addendum / understand their responsibilities as 'responsible commissioners'
    - Highlight resources available to them
      - Engagement events
      - Online resources

  - Reviewing existing service provision arrangements against revised 'core and mandated' requirements.

GP IT Delivery Partners (2):

- GP IT Delivery Partners need to be:

    - Familiarising themselves with available support mechanisms:
        - Digital Primary Care Maturity Assurance tool
        - GP IT Commissioning Specification Support Pack
            - Review existing services against these
            - Procurement of services/commissioning specification and discovery tool

    - National specifications
        - Figure 7: Information Governance, Data & Cyber Security accountabilities and responsibilities
        - Figure 8: Detailed IG Responsibilities
        - Figure 11: Detailed responsibilities for Primary Care IT Enabling Services
        - Page 40 : Cyber Incident – Flow Diagram

GP IT Delivery Partners (3):

- GP IT Delivery Partners need to be:

  - Cyber & Data Security requirements including:-
    - **Business Continuity arrangements for GP infrastructure** must include:
      - Ability to isolate sites and/or individual devices
      - Capability to isolate affected PCs from the network within 48 hours of a cyberattack
      - 48 hour RTO – for essential GPIT services
    - Central control of Security Patch access and Software installation

  - National support mechanisms:
    - NHS Windows Managed service
    - HSCN
    - CareCERT alerts
      - Response to High Severity alerts
    - CareCERT accreditation arrangements
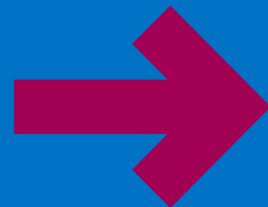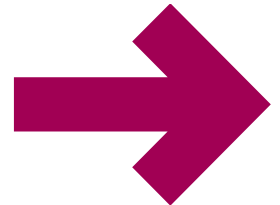
Key Contacts / Website:

NHS England

Digital Primary Care team: england.digitalprimarycare@nhs.net

Website:

https://www.england.nhs.uk/digitaltechnology/info-revolution/digital-primary-care/addendum-gp-it-operating-model/

Close:

- **Hope the session has proved helpful?**

Thank you for your time