

Commissioning Digital Services for General Practice:

GP IT Operating Arrangements, including addendum to the 2016/18 Operating Model

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

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

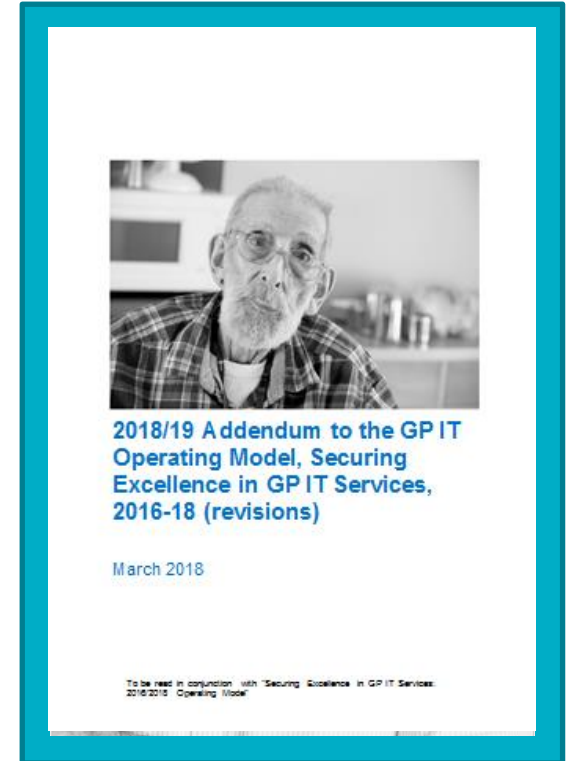
Rommel Lao, DPC (GP IT) Subject Matter Expert /
Programme Lead, NHS England

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Content - Today's Presentation:

- **Background** – GP IT operating arrangements supporting delivery of GMS contractual commitments
- **2018/19 Addendum to the GP IT Operating Model, Securing Excellence in GP IT Services, 2016-18**
 - Timeframe and Content Overview
 - Key Revision Areas
 - Supporting tools
- **Digital Primary Care Maturity Assurance Model**
 - 2017/18 data refresh – what does the data tell us?
- **Next Steps**

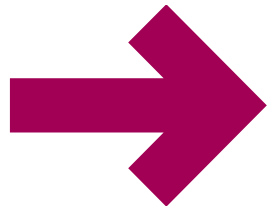


Background: GP IT Operating Arrangements



GP IT Background :

- **GMS Contract**
- **NHSE Accountabilities & Responsibilities**
- **GPIT Operating Model 2012**



NHS England

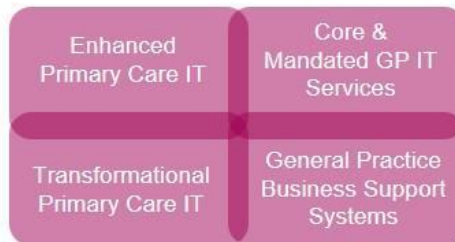
- Holds accountability and provides funding for GP IT Services
- Sets strategy and operating standards
- Monitors and drives the benefits of investment
- Commissions certain primary care enabling services

CCGs

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

GP IT Services

GP IT provision at CCG discretion to support local strategic initiatives and commissioning strategies to improve service delivery.



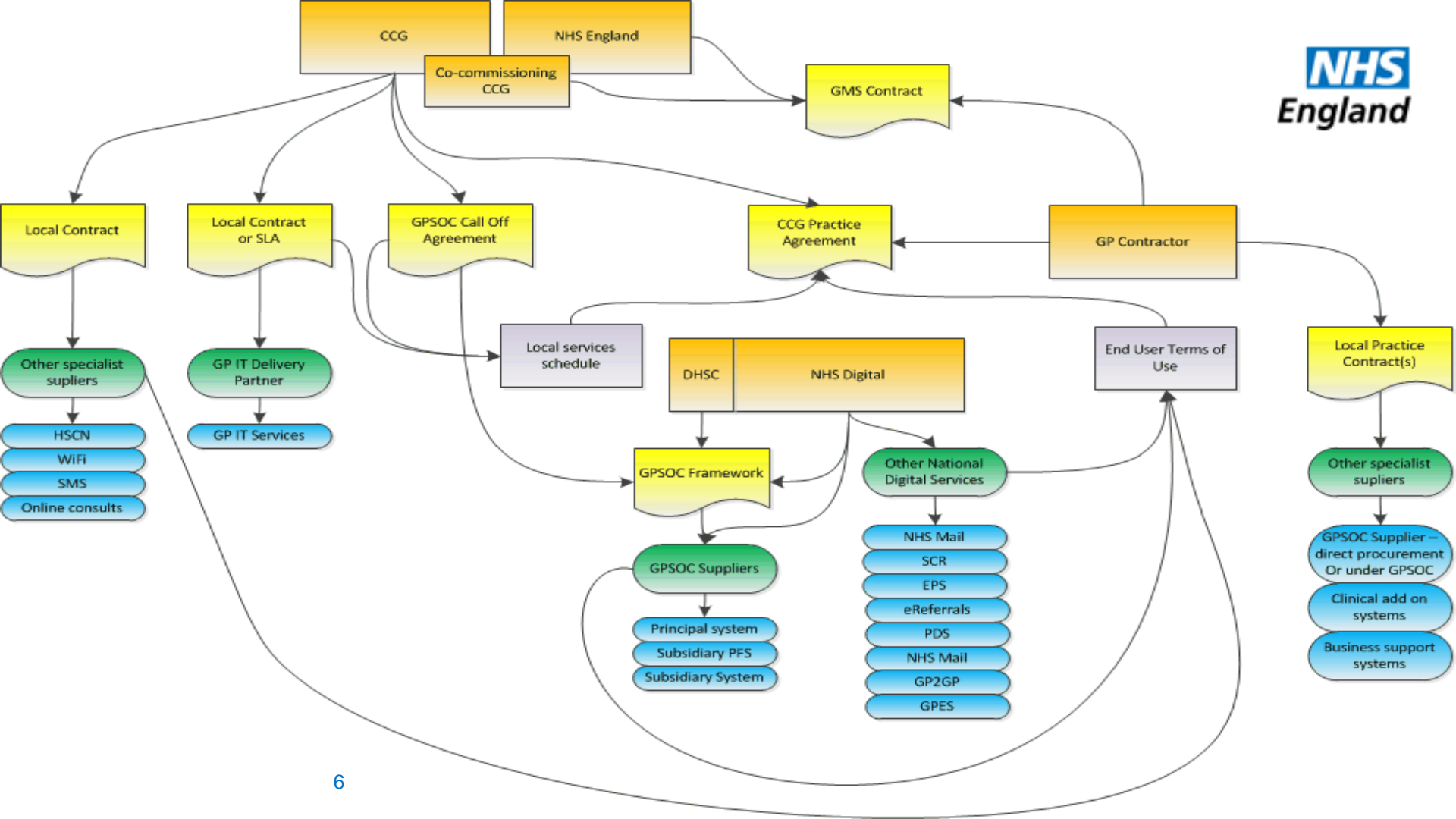
GP IT standard support services as set out in Securing Excellence in GP IT Services operating model.

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







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

March 2018

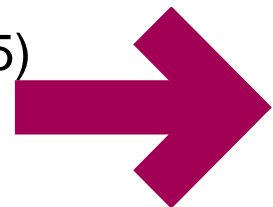
To be read in conjunction with 'Securing Excellence in GP IT Services:
2016-2018 Operating Model'

2018/19 Addendum to the GP IT Operating Model

Timeframe and Content Overview

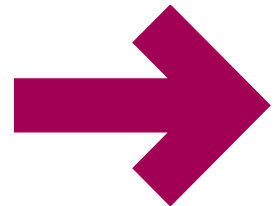
Addendum – Timeframe & Content:

- View in conjunction with GP IT Operating Model 3rd edition
- Timeframe – 2018/19
- Addressed to CCGs as responsible commissioners of GP IT services, with appendices which include:
 - Foreward
 - Key areas of revision (appendix 1)
 - Associated Schedule of Services GP IT (appendix 2) – outlining key revisions
 - Detailed changes to figures and tables within the existing Operating Model (appendix 3)
 - Revised Digital Primary Care Maturity Assurance Indicators (appendix 4)
 - GP IT Commissioning Specification Support Pack (appendix 5)



Key Revisions - Appendix One:

- **Update GP IT commissioner responsibilities** in relation to the following:
 - **Primary Care IT Enabling Services (PCES)**
 - **Cyber and Data Security Updates** - in response to NDG standards, GDPR , lessons learned from Cyber incident (May 2017)
 - **Operating Systems and Software Licensing**
 - **National programmes** – HSCN, Wi-Fi, Online Consultation Systems, SNOMED CT
 - **Digital Primary Care Maturity Assurance** model
 - **GP IT Commissioning Specification Support Pack** - support (for CCGs) to enable effective commissioning of GP IT support arrangements – updated to reflect cyber/data security arrangements
 - **New Models of Care contracts**
 - **Capital Submissions and Treatment** – clarification related to GP IT and ETTF
- **Each Section Provides (as appropriate):**
 - Context and rationale
 - References to current GP IT Operating Model
 - Timescales
 - Actions needed – CCGs (NHS England Regional/DCO teams)
 - Funding & commissioning arrangements
 - Assurance arrangements



Further Appendices:

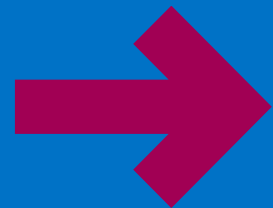
- **Appendix 2:** Schedule of Services for GP IT – outlining revisions to the current schedule of services
- **Appendix 3:** Detailed Changes to Figures and Tables within the current GP IT Operating Model:
 - Figure 7: Information Governance, Data & Cyber Security accountabilities and responsibilities
 - Figure 8: Detailed IG Responsibilities
 - Figure 11: Detailed responsibilities for Primary Care IT Enabling Services
- **Appendix 4:** Revised Digital Primary Care Maturity Assurance Indicators
- **Appendix 5:** GP IT Commissioning Specification Support Pack



Digital Primary Care Maturity Assurance (DPC MA) Data:

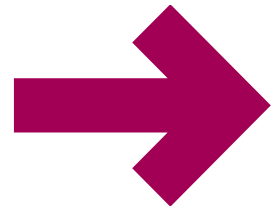
Background

What does the latest data tell us?



DPC MA - Background:

- Introduced in the 2016-18 Operating Model (3rd Ed)
- Currently includes 119 indicators
- Indicator data collected from three main sources:
 - eDEC (38)
 - CCG surveys (54)
 - NHS Digital and other published data (27)
- Published via the Primary Care Web Tool: (www.primarycare.nhs.uk)
 - Available to anyone with an NHS email address – following initial registration
- Reviewed and updated annually



GP IT Provider Landscape

GP IT Provider Type	Number Providers	Number CCGs	Number Practices	Total Population
CCG	3	5	189	1,328,484
CCG Shared Services	2	11	543	4,003,399
NHS Trust	10	12	498	3,697,874
NHS Trust HIS	6	20	663	4,794,278
Private	4	4	293	2,383,666
Private GPSOC	3	3	192	1,573,301
Shared Services	1	10	351	2,221,575
Unknown		10	283	2,173,569
CSU NHS	5	118	3,880	32,084,348
CSU Non-NHS	1	17	518	4,179,000
Grand Total	39	210	7,410	58,439,494

Core and Mandated - Quality (1)

INDICATOR	2016/17 - % responders where criteria Fully Met	2017/18 - % responders where criteria Fully Met
(IND2.0) GP IT provider business continuity & D.R. plans	90.23%	86.57%
(IND20.0) Service Specification for GP IT commissioned services	94.80%	97.01%
(IND22.0) KPIs & performance reviews for GP IT commissioned services	98.27%	99.00%
(IND24.0) Annual formal review of GP IT services with each practice	54.34%	47.00%
(IND26.0) GP IT support for core GMS contracted hours	76.44%	93.03%
(IND28.0) GP IT support service desk has formal accreditation	88.44%	93.53%
(IND36.0) GP IT equipment recorded in accurate asset register.	78.74%	91.54%
(IND37.0) All software in practices approved and asset managed	78.74%	83.58%
(IND38.0) All NHS GP IT equipment disposed of properly	92.53%	96.52%
(IND39.0) Secure storage for all electronic practice PI data	33.93%	75.12%
(IND158.0) GPIT provider IG1 compliance	97.11%	97.51%

Core and Mandated-Quality (2)

INDICATOR	2016/17 - % responders where criteria Fully Met	2017/18 - % responders where criteria Fully Met
(IND7.0) Training in clinical systems for practices	85.55%	95.52%
(IND11.0) Formal Clinical Safety system for GPs provided	52.91%	72.86%
(IND29.0) GP IT includes IT Security Service	98.26%	98.51%
(IND30.0) Data Quality Service	64.94%	87.24%
(IND32.0) Formal P3M (Project, Programme and Portfolio Management) services for GP IT available	95.95%	96.52%
(IND160.0) GP IG support service provided	74.42%	87.06%
(IND165.0) National Programmes deployment and support	97.70%	100.00%
(IND166.0) GPSoC systems local support	99.43%	100.00%

Enhanced GP IT - Federations

INDICATOR	DATA GRANULARITY	2015/16 - % responders where criteria Fully Met	2016/17 - % responders where criteria Fully Met	2017/18 - % responders where criteria Fully Met
(IND57.1) Where the practice works within a federation it is able to use its clinical system to share records	GP	31.92%	34.99%	85.49%
(IND57.2) Where the practice works within a federation it uses its clinical system to book appointments	GP	20.79%	21.69%	71.86%
(IND57.3) Where the practice works within a federation it has integrated telephony systems across practices	GP	3.28%	13.44%	29.71%
(IND57.4) Where the practice works within a federation it shares reporting on activity & coded clinical data	GP	18.98%	20.31%	65.86%
(IND57.5) Where the practice works within a federation it shares morbidity registers across populations	GP	6.49%	7.89%	33.75%

Data Security and Protection requirements-assurance

*(excludes new)

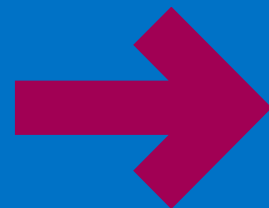


	National GP	National CCG
Leadership		
Senior level responsibility (IND 53)	99.7%	
Completing the IG toolkit (IND8)	82.3%	97.5%
Training Staff (54)	99.98%	n/a
Processes		
Acting on Carecert Advisories (IND 172)	n/a	97.5%
Continuity Planning (IND 60)	100%	86.6%
Reporting Incidents (IND 62)	99.98%	n/a
Technology		
Unsupported Systems (IND 176)		64.5%

New Indicators:

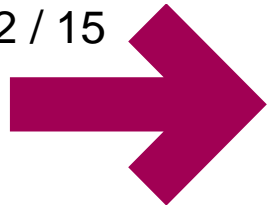
INDICATOR	2016/17 - % responders where criteria Fully Met
(IND172.0) Assurance on critical CareCERT recommendations	97.51%
(IND173.0) Regular review of cyber security measures with GPIT delivery partner(s)	88.06%
(IND174) Governance for GPIT with STP/ACS/ACO models	70.00%
(IND177.0) Snomed CT Support	75.63%

Next Steps...



Next Steps:

- **Engagement/Communication Activities** – CCGs, GP IT Delivery Partners, GPs
- **Clinical Safety Officer Training/Support** – previously provisioned via HSCIC
- **DPC MA Data Refresh**
- **FAQ document** – under development
- **Check list** for CCGs/General Practice
- **Associated ‘control’ mechanisms** that underpin GP IT Operating Model arrangements - review and update 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

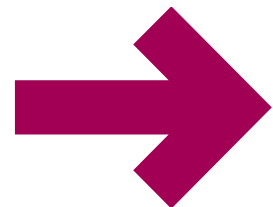


Any Questions?

Hope the session has proved helpful?

Contact Details – next slide

Thank you for your time



Key Contacts:

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

Sue Cooke

Senior DPC (GP IT)
Programme Lead
sue.cooke9@nhs.net

Nicola Hinchley

DPC (GP IT) Subject Matter
Expert / Programme Lead
Nicola.hinchley1@nhs.net

Rommel Lao

DPC (GP IT) Subject Matter
Expert / Programme Lead
Rommel.lao@nhs.net

Douglas Scott

GP IT Strategy Lead
douglasscott@nhs.net

