

NHS Rotherham Clinical Commissioning Group

Primary Care Committee - 9th March 2022

NHS Rotherham CCG/General Practice Digital Plan Progress Report

Lead Executive:	Wendy Allott, Chief Finance Officer
Lead Officer:	Andrew Clayton, Head of Digital
Lead GP:	Dr Richard Cullen, CCG Chair and GPIT Lead

Purpose:

To provide an update to the committee on the progress of delivery against the 2021-22 Digital Work Plan

Background:

The Digital work plan for primary care was agreed at the July 2021 Primary Care Committee and provides the key projects and ongoing activities that are being delivered during 2021-22 to meet the strategic programme areas of the Rotherham ICP digital strategy 2019-22.

Delegation responsibility:

Please tick which area of delegated responsibility this paper covers:

Commissioning, procurement and management of GMS, PMS and APMS contracts including taking contractual action	✓
Newly designed enhanced services (including DES)	
Local incentive schemes	
Discretionary payments	
Commissioning urgent care for out of area registered patients	
Planning Primary medical care services (PMCS)	
Managing practices with CQC concerns	
Decisions on premise cost directions	
Planning the commissioning of PMCS	
Manage the delegated allocation for commissioning of PMCS	
Assurance to the governing body on the quality and safety of PMCS	

Analysis of key issues and of risks

The work plan and status has been included at the end of the report.

Two areas of work have now completed during this period with the three practices requesting to migrate to SystemOne and the extension of the Rotherham Health App contract until September 2022.

Three areas have amber status:

- Migrate practices to hosted telephony – two practices have not yet confirmed they will upgrade.
- Healthcall Care Home remote monitoring solution – Project slowed due to COVID outbreaks at care homes, the project is currently on hold.

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- Population Health Management – ICS consolidation of PHM solution is ongoing.

The remaining areas of work have progressed and are on track.

Please note that this work plan only shows those activities being carried out for the CCG and General Practice and does not show the full range of place wide digital activities being managed under the Digital PMO which will be reported through the ICP Board.

Patient, Public and Stakeholder Involvement:

The PCNs and their Clinical Directors have been directly engaged in considering and prioritising the digital projects for this year and these are reflected in the workplan.

Equality Impact:

Not applicable to this programme of work.

Financial Implications:

In addition to the CCG GP IT budget the delivery of these activities is supported by a range of funding streams including:

- Digital Primary Care funding
- The Estates and Technology Transformation Fund (ETTF)
- The Digital Aspirant Programme
- GP IT Capital funding

Human Resource Implications:

This programme of work is resourced through the CCG Digital Team.

Procurement Advice:

Where procurement is required in support of the delivery of this plan, the Head of Procurement will be engaged.

Data Protection Impact Assessment:

Not applicable to this programme of work. Projects or activities that propose to introduce new or revised ways of information management will be subject to a DPIA as required.

Approval history:

OE – 2 July 2021
PCC – 14 July 2021.

Recommendations:

It is requested that the Primary Care Committee (PCC) note the delivery update at January 2022.

Paper is Noting

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Strategy Area	Initiative	Key Achievements	Areas of Focus	RAG	Mitigations
Infrastructure	Reprocurement of all practice clinical systems via the GP IT Futures framework.	<ul style="list-style-type: none"> All practices have been moved onto a GP IT Futures bridging contract up to October 2022. Working with NHS Digital regarding the procurement process – procurement will commence from April 2022. 	<ul style="list-style-type: none"> PID Practice engagement to commence in March detailing the process. 	Green	
Infrastructure	GP Practice migrations for High Street Surgery, Morthen Road, Brinsworth and Wickersley.	<ul style="list-style-type: none"> All practices requesting a migration to SystmOne have completed. 		Blue	
Infrastructure	Re-contract the local area wide network.	<ul style="list-style-type: none"> PID developed Procurement of replacement Wide Area Network has started. 	<ul style="list-style-type: none"> Deployment plan to be completed 	Green	
Infrastructure	Migrate eight practices to hosted telephony network.	<ul style="list-style-type: none"> Phase 1 completion (practices 1-6) May-21 Phase 2 completion (practices 7-16) Jun-21 Lease line upgrade Additional cabling requirements at Queens Medical Centre 	<ul style="list-style-type: none"> Phase 3 (practices 17-21) 5/7 practices confirm moving to hosted system Work to commence at those 5 practices 	Yellow	Risk that 2 remaining practices do not upgrade, Amber until practices confirm

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Infrastructure	Review and optimise practice site networks.	<ul style="list-style-type: none"> • Test site reviewed giving template for the other sites • IT equipment review at sites continues and redundant equipment removed. • Scope increased to formal network review by 3rd party, funding now received. Switch review and replacement in progress. 	<ul style="list-style-type: none"> • Scope increased to formal network review by 3rd party, funding now received. • Switch review and replacement in progress. 		
Infrastructure	Ongoing device replacement programme (laptops, PC s, printers and scanners)	<ul style="list-style-type: none"> • GP IT Capital funding approved for PC replacements • GP IT Capital funding approved for 24 laptops replacements • TRFT / Apogee are scheduling replacements with practices 	<ul style="list-style-type: none"> • GP IT Capital bids to be completed and submitted to NHS England for 2022/23 replacement programme.. 		
Infrastructure	Providing additional kit to support remote working, COVID programme and ARRS (laptops, webcams, headsets and monitors)	<ul style="list-style-type: none"> • Additional laptops, PCs, printers, webcams, headsets and monitors provided to practices and COVID vaccination sites. • Supported the set-up and equipment for the COVID Call-Centre based at Oak House • Supported roll-out of Accubook. • GP IT Capital approved for 85 laptops and Office licences for ARRS staff 	<ul style="list-style-type: none"> • Capital bids to be submitted for review with NHS England for additional equipment for ARRS for 2022/23. 		

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Infrastructure	Work with PCN and practices to explore the potential for Robotic Process Automation (RPA) to provide efficiencies through the automation of practice processes.	<ul style="list-style-type: none"> • 4 workshops completed with practice managers and GPs • Pilot process mapped with Royal Free London • Pipeline of future processes in place 	<ul style="list-style-type: none"> • Process Deep Dive with pilot practice • Testing of automation • Roll-out to all SystemOne practices • Begin second automation 		
Shared Care Records	Implement new Rotherham Health Record (RHR) portal across all practices.		<ul style="list-style-type: none"> • Deployment plan to be developed with timescales subject to pilots of single sign-on functionality being successful. • PID 		
Shared Care Records	Implement single sign-on to the RHR from the GP system.	<ul style="list-style-type: none"> • Functionality developed and currently in test environment, testing completion Jan-22 	<ul style="list-style-type: none"> • Development in progress. Subject to approval of Application Hurdle Assessment by NHSD 		
Shared Care Records	Introduce additional data sets from adults and childrens social care into the Rotherham Health Record	<ul style="list-style-type: none"> • Data Sharing Agreements signed • Receipt of adult data sets 	<ul style="list-style-type: none"> • Receipt of childrens data sets 		

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Shared Care Records	Introduce additional mental health data sets into the Rotherham Health Record	<ul style="list-style-type: none"> Data received from RDaSH in May-21 TRFT server developed to house data sets 	<ul style="list-style-type: none"> Expansion of data ongoing 	Green	
Shared Care Records	Pilot and then implement the Healthcall Care Home remote monitoring solution across care homes.	<ul style="list-style-type: none"> Remote monitoring kits secured Equipment in situ at nine pilot care homes Referral and pathway mapping completed Pathway's optimisation meeting completed Inclusion of wound care in the pilot agreed Demonstration of system to stakeholders Live system test with care homes and community services 	<ul style="list-style-type: none"> Demonstration of system to stakeholders Live system test with care homes and community services Evaluation from pilot, to influence wider roll-out decision 	Yellow	Project slowed due to COVID outbreaks at care-homes. Project on-hold.
Patient Access and Engagement	Extend the Rotherham Health App (RHA) to 2022	<ul style="list-style-type: none"> Contracts signed 	<ul style="list-style-type: none"> Confirm app development forward work plan for 2021-22 (August – September 2022) 	Blue	

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Patient Access and Engagement	Commence work with the ICS to procure and implement the SYB digital solution for our people offer.	<ul style="list-style-type: none"> • Minimum viable product (MVP) specification developed • Testing and agreement of the MVP underway across all places • Options evaluation completed 	<ul style="list-style-type: none"> • Full outline business case completion 		
Patient Access and Engagement	Pilot Accurx and SystemOne patient communication tools to support online consultations	<ul style="list-style-type: none"> • Reviewing functionality of SystemOne Communication Annexe • Liaising with accurx for Patient Triage • Pilot practices have tested SystemOne and Accurx products • Data Quality Team supporting practices with training on using the SystemOne Communications Annexe 	<ul style="list-style-type: none"> • Practices to complete evaluation of products • Continue to rollout out training and support for the SystemOne Communication Annexe 		
Patient Access and Engagement	Secure contract for accurx Video Consultations and SMS to support online consultations	<ul style="list-style-type: none"> • Contract secured for accurx video consultations (VC) and SMS plus to March 2022. • Procurement process for SMS plus and VC with NHS Digital has commenced for 2022-23. 	<ul style="list-style-type: none"> • Input to the ICS specification and procurement process 		

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Patient Access and Engagement	Develop new PCN / practice websites	<ul style="list-style-type: none"> • PID on a Page developed • Funding secured • Meeting held with PCN Directors to agree website development approach 	<ul style="list-style-type: none"> • Confirm the agency specification brief • Engage a preferred provider • Procurement process to be initiated. • Project sponsors engaged • Scope and requirements identified 	Green	
Intelligence and Analytics	<p>Develop Population Health Management (PHM) resources to support PCNs commissioning for their populations.</p> <p>Pilot the RAIDR PHM dashboard</p> <p>Work with TRFT to establish the Rotherham Office of Data Analytics (RODA)</p>	<p>PHM</p> <ul style="list-style-type: none"> • Progress has been challenging due to other priorities, particularly the national planning requirements. • Some related work progressed: <ul style="list-style-type: none"> ○ First formal HI Health Inequalities Data Subgroup in diaries ○ Discussions commenced on sustainability and ongoing funding options <p>RODA</p> <ul style="list-style-type: none"> • Consultancy in place 	<p>PHM</p> <ul style="list-style-type: none"> • Identify and prioritise work both through consultancy support and Health Inequalities Data Subgroup (first meeting 14th Jan 22) • Sustainability BC & Workplan 	Yellow	<ul style="list-style-type: none"> • ICS consolidation of PHM solution ongoing

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Intelligence and Analytics	Continue to support risk stratification management solution	<ul style="list-style-type: none"> Risk stratification solution in place through RAIDR. 			<ul style="list-style-type: none"> Current contract runs out May 22
Intelligence and Analytics	Provide PCN analytical support	<ul style="list-style-type: none"> Intelligence team will continue to provide support as required. 	<ul style="list-style-type: none"> Covid vaccine 		
Underpinning Capabilities	Working with practices to review and provide training and optimisation of digital capabilities	<ul style="list-style-type: none"> Primary Care Digital funding bid submitted Bid approved Vacancy control documentation completed 1x Business Change Analyst in post 2 x Project Managers (1 full time post) in place. Engagement with practices commenced. 	<ul style="list-style-type: none"> Recruitment for 2nd Business Change Analyst 		

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Underpinning Capabilities	Provide an IG advice, support and DPO service to Practices and the CCG including IG assurance in Place based initiatives and procurement.	<ul style="list-style-type: none"> • Quarterly bulletins to Practices • Provide an action plan and template documentation to Practices for the Data Security and Protection Toolkit (DSPT) • Ensure CCG DSPT for 21/22 completed by end of March 2022 • Review of Data Protection Impact Assessments (DPIA) and any information sharing documentation from perspective of both Practices and CCG • Up to date advice on changes at a national level, e.g. COPI notice, NHSD data collections etc • Ensure template documentation available so Practices can demonstrate compliance with Data Protection legislation 	<ul style="list-style-type: none"> • Information/advice in bulletins based on themes arising from Practice queries • DPIAs • DSPT action plans 		

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Underpinning Capabilities	Work with RMBC to establish a place wide digital inclusion programme including representation from primary care.	<ul style="list-style-type: none"> • Work has now commenced on the digital inclusion review • Knowledge Gathering Exercise commenced • Key organisations meetings being arranged, following presentation to the Rotherham ICP Digital Group • The Rotherham Digital Inclusion group has recently reviewed citizen and stakeholder survey questions • Recruitment of manager and third party consultancy 	<ul style="list-style-type: none"> • Finalising and making contact with agreed focus groups • Agreeing the provider organisations to be included in the digital maturity and skills assessment • Undertaking qualitative work with the above groups using a mixed methods approach • Undertaking a baseline review and analysis of digital exclusion using local data 		
Underpinning Capabilities	Work with Sheffield Hallam University to deliver the review of nursing and allied health professional digital capability.	<ul style="list-style-type: none"> • The nursing cohort has been scoped and key stakeholders in Primary Care, Care Homes, TRFT and RDaSH have been identified • The SHU project team have commenced introductory meetings with stakeholders • DELPHI survey created and sent out 	<ul style="list-style-type: none"> • Focus groups adapted due to COVID-19 • Garner more respondents from DELPHI survey (RDaSH, TRFT, Primary Care) • Report to be produced 		

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Underpinning Capabilities	Supporting standardisation of searches, templates and reporting utilities via Ardens	<ul style="list-style-type: none"> Funding was secured via NHS England Digital Technology Capital to provide all Rotherham GP practices with ARDENS Pro. Standardising all clinical data entry template across Rotherham. Standardising searches and reporting to ensure data is consistently reported to support local and national enhanced services All localised Ardens Templates and Reports fulfil the needs of the CCG and practices and have been quality checked. 	<ul style="list-style-type: none"> Ensure that all practices are using ARDENS to its full potential. Ensure the use of ARDENS is promoted and adequate training and support is provide to practice by facilitating quarterly user groups and ensuring adequate training is provided. 	Green	
Underpinning Capabilities	Continue to work with SYB ICS and NHS England to identify funds to introduce Ardens Manager.	<ul style="list-style-type: none"> Quotes received for implementation of Ardens Manager across all SYB ICS practices Funding for Ardens Manager agreed as a pre-commitment against tranche 2 of 2021-22 Digital Primary Care (DPC) Funds Ardens Manager has been purchased and is available for practices and PCNs to use. 	<ul style="list-style-type: none"> Procure systems to support practices for 2022-24 using DPC funding. 	Green	

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Underpinning Capabilities	Continue to liaise with PCN Clinical Directors to determine priorities for innovation, development and funding.	<ul style="list-style-type: none"> • PCNs, co-ordinated by their Clinical Directors (CDs) all contributed to the proposed use and prioritisation of 2021-22 DPC funds 	<ul style="list-style-type: none"> • Continue to update PCN CDs on digital developments, via monthly meeting with digital lead • Agree appropriate updates to the PCN CDs meeting 	Green	