The following report provides an update to the IT Strategy 2016-20, the strategy included several short to medium term initiatives and since the strategy was written further priorities have been identified. The first section provides an update on the initiatives identified at the time the Strategy was written. The second section provides an update on the additional priorities that have been identified and are included in the CCGs IT work programmes for 2018-19, 2019-20 and 2020-21.

Each initiative has been given a RAG rating to show its current status. The key below identifies the meaning for each rating:

RAG Status Key:

Complete/Closed:	
In Progress, on Track:	
In Progress, some delivery issues:	
Significant issues:	

The following table provides a list of all strategy initiatives have been reported as completed and have been removed from the main body of the progress report.

Strategy Ref	Strategy Initiative	Reported Closure Date
5.2	Emergency Care Centre Solution	Aug 18
5.4	Community Pharmacy patient summary access	Aug 18
5.5	GP Trainee Assessment	Aug 18
5.6	Linking Nursing Home patients with practice IT systems	Aug 18
5.7.1	Connect GP Practice to the CCG network	Aug 18
5.9.3	Digitisation of referral forms	Apr 19
5.9.4	GP Training	Aug 18
5.9.5	Medicine Screening Tool	Jan 19
5.9.7	Video Consultations	Oct 19
5.9.8	Patient Electronic Health Monitoring	Mar-20
5.10.1	National e-Referral service (Advice and Guidance)	Apr 19

Strategy Ref	Strategy Initiative	Reported Closure Date
5.10.2	Patient Online Access	Aug 20
5.10.4	GP2GP transfer of electronic medical records	Aug 18
2018-19.5	Electronic Data Sharing Model (eDSM)	Jul 19
2018-19.7	NHS Mail Migration	Jan 19
2018-19.8	Laptop Refresh	Oct 19
2018-19.13	GP Wi-fi	Apr 19
2018-19.14	Estates and Technology Transformation Fund (ETTF)	Oct 19
2018-19.15	Connect Healthcare Rotherham IT support	Jan 19
2018-19.16	Extended Access	Apr 19

The following table provides the updates to the IT Strategy work stream:

Strategy Ref No.	Strategic Initiatives	Summary of Progress	Key issues and Risks	RAG Status
5.1	Electronic Clinical Letters and discharge summaries	RDaSH completed their transfer to SystmOne in June 2018 and are now sending electronic Discharge Summaries to practices. TRFT turned off paper copies on 1st July for all the clinic letters that are now receiving directly into the clinical systems. The letters practice will continue to receive in paper format are from the specialties shown below: Anticoagulant Nurses – Haematology Result letters – Radiology Reports – Cardiology Integrated Sexual Health Bone Density Report – Bone Health Infection Prevention and Control Team Clinical Biochemistry Contact Centre Phototherapy Letter – Dermatology Reports – Histopathology We are working with TRFT to transfer some of these specialties over		

Strategy Ref No.	Strategic Initiatives	Summary of Progress	Key issues and Risks	RAG Status
		to Meditech and reduce paper transfers further.		
5.3	Business Intelligence Systems	The Dr Foster risk stratification tool closed down on 28th February 2020. A replacement tool called RAIDR from North England Commissioning Support has been commissioned and is currently being rolled out.	Loss of risk stratification solution is being addressed by roll out of RAIDR. This will also provide some broader data quality and case finding reports to practices.	
5.8.1	EMIS & TPP Interoperability	GP Connect has been enabled on EMIS and TPP clinical systems to make appointment booking and sharing with the Covid Clinical Assessment Service (CCAS) possible. CCAS will pass patients suspected of suffering from coronavirus (COVID-19) out to primary care when appropriate, for further assessment and treatment.

Supporting has been provided to practices to ensure that the configuration of their systems are correct, so that the CCAS can book appointments where this is clinically appropriate. | | |
| 5.8.2 | Clinical Portal (Rotherham Health Record) | The CCG continue to support TRFT to develop and deploy a clinical portal to support primary care and the wider health system.

The Rotherham Health Record is a read only portal that currently presents patient data from the following clinical systems:
- Meditech
- SystmOne Community
- GP systems (EMIS and SystmOne) via the Medical Interoperability Gateway (MIG) platform
- Liquid Logic (adult social care data)

The 2020/21 roadmap and project plan for development of the Rotherham Health Record during the remainder of this year is in development. | | |

Strategy Ref No.	Strategic Initiatives	Summary of Progress	Key issues and Risks	RAG Status
		The plan to display children's social care data and potentially some education data in the system is still on-going. Work with RDaSH to display mental health data from SystmOne is on-going. The Information Sharing Agreement has been provided to RDaSH and the definition of the required data has been agreed. The plan for RDaSH to implement data into the RHR system by 31 March 2020 was delayed by the Covid-19 pandemic but work on this has now resumed. All Rotherham general practices have signed-up to use the RHR system. All practices were contacted in April 2020 with an offer of additional support in setting up users on the system and to provide guidance on accessing TRFT discharge notifications via the system. Following this there has been significant increase in use of the system by practices over the period April – July 2020. However, there were still eight practices who did not access the system during June – July 2020. The system will be promoted to practices during a session at the next PLTC event on 17 September 2020. In response to the requirement for general practices to provide treatment for care home patients that are not registered with their practice a system change was implemented in April 2020 to allow general practices to search and view patients outside of their own practice. This will be reviewed as the care home support requirements change.		
5.9.1	Paper-light Status	With the advent of the new GMS contract and GP IT Futures services which have put technology and data quality at the forefront of primary care there is a need for practices to refocus efforts to ensure they are working towards and maintaining appropriate paper light working standards. 100% of Practices have achieved Paperlight Status.	The Paperlight approval Process is a self-assessment procedure. We do not have the resource within the data quality team to check every practice document to ensure the validity of the practices submission. We would only have the capacity to	

Strategy Ref No.	Strategic Initiatives	Summary of Progress	Key issues and Risks	RAG Status
			spot check a small number of practice submissions, so there is a risk of an inconsistency in the quality of Paperlight protocols across Rotherham. We will be sharing best practice with the GP practices to try and mitigate this risk.	
5.9.2	Data Improvement and system optimisation programme	A piece of work was started in 2016 to support practices in the improvement of their data and utilisation of the clinical system. This programme of work was called 'Data Improvement & System Optimisation Programme'. The purpose was to work with the GP practices to establish individual practice one year IT plan and three year IT plan. The aim was to ensure that the IT plans and expectations of the GP Practice were aligned with the Rotherham IT Strategy. Each practice would have a regular practice visit to ensure the practice one year plan was on track and provide support and training where needed. Due to added work pressures and limited resources the Data Quality were able to establish IT plans in 50% of practices and the programme of work ceased in 2017. Practice visits have been reinstated in 2019/20. Each practice will be offered two visits per year. The content of these visits are in line with the new GMS contract and GP IT Futures and local IT and data quality priorities.

27 of 29 practices have been visited – 2 practices stated they did not require any support during 19/20.

Visits were put on hold due to COVID 19. We are currently looking at how support can be given remotely during 20/21, Particularly around supporting PCN's as well as individual practices. | In previous years other areas of work have taken priority over practices visits. If we are unable to protect the time of the data quality team and ensure that these visits are carried out there is a risk that the quality of data across Rotherham becomes more inconsistent and the relationships with GP practices and the CCG suffer. | |

Strategy Ref No.	Strategic Initiatives	Summary of Progress	Key issues and Risks	RAG Status
5.9.6	e-Consultations	Work is on-going Uptake/Usage • Patients registered – 22,877 (8.65% of the total Rotherham population) • Appointments booked – 4,457 • Medications ordered – 152,566 All practices are technically enabled with the Rotherham Health APP, take up per practices ranges from 21.36% to 0.64% New features available since the last report • GISMO available within the APP • Ability to email/message the practice to prevent a phone call e.g. - for fit notes, referral follow up, change in personal details, medication queries or join the PPG • Piloting video consultations (clinician initiated and patient booked, also ability to use for MDT) • Piloting two way text messaging clinical initiated and patient responds	Practices remain reluctant in releasing appointments to digital applications, which may prevent the product from functioning as planned, and reduce population take up.	
5.9.9	GP Clinical System User Groups	GP clinical user groups have been established. They are held every quarter. System and data quality hints, tips and training are shared. The last User Groups were cancelled due to COVID. We are currently looking at we can hold these user groups remotely in the future and how we need to adapt the content to ensure they are meeting the needs of the practice.	Low number of practices attending sessions.	
5.10.3	Electronic Prescription Service	100% of Practices are live with EPS. 100% of practices live with Phase 4 Latest Rotherham figures – May 20 EPS Utilisation Figures 90.7%		

Strategy Ref No.	Strategic Initiatives	Summary of Progress	Key issues and Risks	RAG Status
		Number of patients with nomination 65.7%		

The following table provides an update to the new initiatives that have been added to the current IT Work Programme for 2018-19:

Ref No.	Strategic Initiatives	Summary of Progress	Key issues and Risks	RAG Status
2018-19.3	Care Navigation	Care Navigation is about getting the right care, by the right person, first time for patients in Rotherham. The programme started in August 2017 and as at Sept 2019, 30 of our GP Practices were offering their patients external and internal alternatives to having a GP appointment, if it is suitable for them. Services that patients may be navigated to are self-care via the pharmacy, IAPT, Sexual Health, Get Healthy Rotherham (covering Weight Management, Smoking Cessation, NHS Health Check 40-74 year olds eligibility criteria apply, Alcohol Screening and digital and remote behavior change support), Midwifery, Audiology and Ear Care, Minor illness, Physio First, and Be Cancer Safe. The roll out of other services will follow.		
2018-19.6	SNOMED CT	TPP and EMIS have made SNOMED CT available in their system. Information will continue to be shared with practices via the clinical system user groups and data quality practice visits. We are currently developing a Snomed training video that will be shared with practices in September.	Resource Risk: Practices have been advised to do housekeeping to archive/delete old searches. There may be an impact on the practice work load if this has not been carried out.	
2018-18.9	PC & Printer Hardware Refresh	The CCG supports an annual PC and Printer hardware replacement programme through the NHS England	Financial Risk: This scheme is dependent on	

Ref No.	Strategic Initiatives	Summary of Progress	Key issues and Risks	RAG Status
		capital funding scheme. Bids are written to support the number of devices which are near end of life after the warranty for the equipment is up; this ensures that equipment is replaced on a rolling five year period. The 20-21 GP IT bids have been submitted to NHS England for approval.	successful bids to the NHS England for the replacement equipment.	
2018-19.10	Windows 10	Anti-Threat Protection has been successfully rolled out 1,320 devices across the CCG and GP. 919 out of 920 Windows 10 desktop PC upgrades within GP Practice have been completed. The one exception is a machine at Swallownest Health Centre which is the Lexacom server this was left as Practice is unsure of future use of the product. Upgrade of GP Practice laptops to Window 10 plus memory upgrades have commenced with 122 out of 485 completed. Upgrade/replacement of CCG laptops is currently being scheduled and is expected to be completed by 31/10/2020.	NHS England have confirmed that there will not be any central funding to support rollout this year, so this will have to be sought from local budgets creating a cost pressure.	
2018-19.12	Health and Social Care Network (HSCN)	The N3 arrangements ceased in 2017 and currently the national network infrastructure requires all organisations to transition over to the new Health and Social Care Network (HSCN). The CCG are required to ensure all sites are migrated to HSCN prior to August 2020. All practices have now migrated to HSCN, there is still some work to complete this to remove old routers that are no longer in use and to upgrade some switches following the installations.		

Ref No.	Strategic Initiatives	Summary of Progress	Key issues and Risks	RAG Status
				
2018-19.17	Apex	The introduction of the Apex Workforce Tool requires additional support from IT and IG to provide support in the implementation. The CCG is now reviewing, in conjunction with SYB ICS, whether or not this is the right software solution for practices. There have been a number of significant setbacks which have unfortunately damaged the credibility of the rollout, and as such practice utilisation is low.	Project Timescale Issue: The project has progressed much slower than planned, but as it is a regional development instigated by NHSE&I, this is beyond the control of the CCG.	
2018-19-18	NHS Mail for Care Homes	NHS England has set an aspirational target to introduce NHS Mail to all Care Homes to support secure messaging for patients following a successful pilot with the Vanguards. All Care Homes in Rotherham have now completed their Data Security and Protection Toolkit submission, NHS mail addresses have been provided for all sites. Any issues can be raised to the Data Quality team.	Complete	
2018-19-19	Axe the Fax	The CGC is continuing to work with Practices and providers across Rotherham. All practices have been contacted and have stated they have processes in place. All fax numbers have been removed from Rotherham referral templates.		

The following sections have been added to the report in October 2019 to reflect additional initiatives and requirements.

Ref No.	Strategic Initiatives	Summary of Progress	Key issues and Risks	RAG Status
2019-20.1	CCG and Primary Care IT Strategy	The refresh of the IT Strategy is underway and will align the national and local publications and support the		

Ref No.	Strategic Initiatives	Summary of Progress	Key issues and Risks	RAG Status
		development of primary care network digital strategies. A draft strategy has now been completed reflecting the feedback of the survey sent out to practices. This will be reviewed to check the impact of COVID and updated to reflect what is still outstanding as this has propelled some of the work identified.		
2019-20.2	NHS 111 appointment booking	The CCG are working with the Yorkshire Ambulance Service to introduce the ability to directly book appointments via GP Connect. It has been agreed that Rotherham Practices should be making 1 appointment available to 111 per 3,000 patients and 1 appointment per 3,000 patients available for CCAS. All practices have been contacted to offer support. The importance of making appointment available at appropriate times throughout the day will be discussed at the Practices Mangers Meeting on the 11th August.	We have been informed that appointments are not available to the 111 services at appropriate times and some practices look as though no appointments are available.	
2019-20.3	GP IT Futures	A new GP IT Futures framework, the first framework from the new Digital Care Services model, will replace the contractual framework GP System of Choice (GPSoC), to supply IT systems and services to GP practices and associated organisations in England. All CCG practices agreements have been returned. Any future GP migrations will need to go through the new GP IT Futures platform.	Financial Risk	
2019-20.4	Office 2010 replacement programme	Office 2010 licences were procured centrally for all CCG and practice staff through an Enterprise Wide Agreement (EWA). NHS England are negotiating a reduce cost for Office 365 services. The EWA contract is due to end in	Financial Risk.	

Ref No.	Strategic Initiatives	Summary of Progress	Key issues and Risks	RAG Status
		October 2020, CCGs will then be responsible for funding the licences from this date. The CCG has received approval from NHS Digital to have discounted Office 365 licences. We are currently working with the procurement team to award the contract for licences. Following this we will be working with practices to schedule an upgrade of Office to Office 365. MS Teams has been rolled out to all practices and PCN clinical directors and Connect Healthcare Rotherham.		