

Primary Care Commissioning Committee

Date of meeting	30 April 2020		
Agenda item	6	Paper No	PCCC20/022

Primary Care Digital Resilience Update: Covid-19.

Key issues	The attached report contains the NHS West Hampshire CCG Digital Programme update regarding Covid-19.
Strategic objectives / perspectives	This paper addresses the following CCG strategic objectives: <ul style="list-style-type: none"> • Ensure safe and sustainable high quality services • Establish local delivery systems • Develop the CCG workforce
Actions requested / recommendation	The Primary Care Commissioning Committee is asked to note the NHS West Hampshire CCG Digital Programme Covid-19 update
Principal risk(s) relating to this paper	The risks associated with these papers are all contained within the paper.
Other committees / groups where evidence supporting this paper has been considered	Not applicable.
Financial and resource implications / impact	The financial and resource implications arising from this paper are delegation of limited financial resource.
Legal implications / impact	There are no legal implications arising from this paper.
Data protection impact assessment required?	No.
Public / stakeholder involvement – activity taken or planned	Not applicable.
Equality and diversity – implications / impact	Not applicable.
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Date of paper	28 April 2020



West Hampshire
Clinical Commissioning Group

Digital Resilience Update Covid-19

Primary Care Commissioning Committee

April 2020

Quality services, better health



Remote Access & Provision of Hardware

<p>Laptop Deployment</p>	<ul style="list-style-type: none"> • An additional 600 devices made available across HIOW for Primary Care to support remote and mobile working • In total 744 devices will have been deployed across HIOW within a 5 week time frame • WHCCG has received circa 225 of these devices.
<p>Remote Access</p>	<ul style="list-style-type: none"> • 3 routes for remote connectivity provisioned across HIOW, including the ability to gain access via personal devices. New devices & licenses purchased and installed to manage remote connections, providing improved performance and capacity. • Circa 900 users requested access and enabled for PC Takeover. • Legacy remote access devices decommissioned week ending 10/04
<p>Headsets & Webcams</p>	<ul style="list-style-type: none"> • Order for 1300 headsets and 1000 webcams placed on behalf of HIOW. • Delivery delayed at present, alternative routes being pursued – deployment plan created to issue equipment to practices asap post delivery.

Facilitating Collaborative Working

<p>Microsoft Teams</p>	<ul style="list-style-type: none"> • MS Teams enabled nationally, available to practices as part of NHSMail provision. • CSU Training team supporting to create teams for practices and provide training • Wessex AHSN are supporting practices & care homes to connect via MS Teams
<p>Hot / Cold Site Collaboration & CCAS</p>	<ul style="list-style-type: none"> • Requests issued to EMIS/TPP re new sharing agreements required to support hot and cold site consolidation plans • Practices informed and supported re local config via EMIS/TPP/GP Connect. GP Connect enabled to facilitate record access & appointment booking from CCAS



Online & Video Consultations

<p>Online Consultations*</p>	<ul style="list-style-type: none"> • 100% WHCCG Practices now live with online consultations using e-consult or a suitable alternative. Final practice went live 23/04 • Total e-consults for March across WHCCG were 9401, to date (17/04) for April the total is 15619, an increase of 66%
<p>Video Consultations*</p>	<ul style="list-style-type: none"> • Only three practices in WHCCG are remaining to mobilise video consultations : Boyatt Wood, Archers and Parkside are being supported by the Primary Care Team to mobilise solutions • Video Consultations at the beginning of Covid19 across WHCCG totalled approx. 600 per week (20/03) this is now consistently reaching above 1000 per week.

** Note – online and video consultation data only available for e-consult and AccuRx products*

Patient Online Services & The NHS App

<p>Patient Online Services</p>	<ul style="list-style-type: none"> • The most recent Patient Online Data is from February, more recent data is due imminently. • Patient online registrations have continued to rise with no practices falling below 10%. 25 Practices have 30% or more patients registered for patient online. • The number of patients registered for record viewing does remain lower, with 19 practices having below 10% of patients registered for online record viewing.
<p>NHS App</p>	<ul style="list-style-type: none"> • 7872 WHCCG Patients have registered to use the NHS App – 1.6% of all WHCCG Patients. • WHCCG is slightly below average uptake within HIOW STP, North Hampshire CCG have the highest number of patient registrations in the patch. • 100% of WHCCG GP Practices are Live.
<p>ePS & eRD</p>	<ul style="list-style-type: none"> • E-PS usage has continued to rise. According to data from February 2020 31 Practices have an ePS use of 70% and over. eRD usage remains low with 29 practices below 1% usage.

STP Updates

CHIE

- CHIE has been made available over the internet (not just via N3/HSCN) to provide wider access across HIOW stakeholders
- The system now includes:
 - information regarding shielded patients status from NHSD - updated weekly
 - An alert/pop-up function with the latest Covid-19 data from GP systems
 - A GP Covid-19 status tile
 - A GP Advanced Care Planning tile
 - Patient telephone numbers to support remote contact

Provider Updates

- HHFT & UHS progressing telemedicine projects to facilitate interaction between care homes and their hospitals. These were pre-Covid projects that have been fast tracked as part of resilience efforts.
- All providers have been working to provision remote working and access for their staff
- Secondary Care providers are implementing and utilising video consultations well to conduct virtual clinics with patients.