

# Agenda for the Virtual LHCRs/ICS Event (for LPCs and CP ITG) meeting to be held on Thurs 1st July 2021 from noon to 1.30pm

**About Community Pharmacy IT Group (CP ITG):** The Group was formed in 2017 by [PSNC](#), [NPA](#), [RPS](#), [CCA](#) and [AIMp](#). The main meetings are attended by members representing the five organisations and representatives from [pharmacy system suppliers](#), [NHSBSA](#), [NHS Digital](#), [NHSE&I](#), and [NHSX](#). Further information on the group can be found on the [PSNC website](#).


**About Local Pharmaceutical Committees (LPCs):** The local organisation for community pharmacy is the LPC. The LPC is the focus for all NHS community pharmacists and community pharmacy owners and is an independent and representative group. The LPC works locally with NHS England Area Teams, Clinical Commissioning Groups (CCGs), Local Authorities and other healthcare professionals to help plan healthcare services. There are around 70 LPCs throughout England. LPCs have been supporting the Local Health and shared Care Record (LHCR) pharmacy agenda within their areas. The LPC list is at: [LPC Online](#).

This event concerns Local health and shared care records (LHCRs) and Integrated Care Systems (ICS).

**CP ITG secretariat:** [Dan Ah-Thion](#).

## Zoom meeting

Attendees are encouraged to:

- Join early with a webcam to test access; and use a large screen to view the slides.
- Use the 'raise hand' feature to draw the attention of the Chair.
- Use the chat box to share comments, queries and to answer other attendees' questions (Note: time constraints will unfortunately prevent every comment being addressed in the meeting, but all comments will be saved to aid the groups future work).
- Mute any devices logged into the meeting whilst not speaking (using the Zoom mute button  the device's mute option, or \*6 on the phone for toggling mute/unmute).
- Make use of [PSNC's quick reference Zoom guide](#).
- Note: those attending the meeting can extend the invite to additional colleagues within their organisation so that they can dial-into the meeting where relevant to them.
- Note: The meeting will be relatively short. As such, there will not be the time to answer every question in the chatbox, however, questions submitted via the chat function that are not answered during the meeting will be collated and where possible answered on [the LHCR webpage](#) after the meeting.
- If you are a presenter at this meeting please read the following guidance document: [CP ITG info for presenters](#).

**Social media:** To tweet about CP ITG meetings/matters (excluding confidential information) use the hashtag, [#cpitg](#)

**Opening at noon** (please login to the meeting early because there will be a prompt start)

1. **Welcome** (page 3) ([Appendix CP ITG 01/07/21](#)) 12:00-12:05

## Actions /discussion

2. **East London and Dorset pharmacy case studies and why LHCR access is important:** Pharmacy contractors and LPCs from LHCR-using areas share their experiences and learnings (page 3) ([Appendix CP ITG 01/07/21](#)) 12:05-12:25
3. **Frameworks and sign-ups:** information governance, whitelisting and ideal sign-up (page 4) ([Appendix CP ITG 02/07/21](#)) 12:25-12:50
4. **Future standards,** LHCR NHSX team update and Q&A (page 5) ([Appendix CP ITG 03/07/21](#)) 12:50-13:05
5. **Integrated Care Systems (ICS) and local priorities,** and group Q&A (page 6) ([Appendix CP ITG 04/07/21](#)) 13:05-13:25
6. **Conclusion** and summary of next steps 13:25-13:30

## Report

7. **Items for report** (pages 7-8) ([Appendix CP ITG 05/07/21](#))

## Meeting close by 13:30

## Other upcoming pharmacy/healthcare IT events

- Listed at: [psnc.org.uk/itevents](https://psnc.org.uk/itevents) and [digitalhealth.net upcoming webinars and events](https://digitalhealth.net/upcoming-webinars-and-events).

Subject	Welcome and case studies
Date/time of meeting	1st July 2021: 12:00-12:25
Overview	Pharmacy contractors and LPCs from LHCR-using areas (East London and Dorset) share their experiences and learnings.
Proposed actions	The group are to hear about progress with LHCRs in Dorset and East London and to have the opportunity to ask questions .

### [LHCR pharmacy update: what they are and seeking access \(report\)](#)

**What are LHCRs?** Local health and shared care records (referred to as ‘LHCRs’ or ‘Shared care records’) are patients’ electronic health records. LHCRs include information from multi care settings e.g. GP practice and secondary care. Most English patients live within an area with an ongoing shared care project. Updates about [LHCR](#) arrangements have been included within the previous updates to the CP ITG, LPCs and contractors.

**Steps for pharmacy access to LHCRs:** LPCs and/or local contractors can continue to take steps to gain pharmacy access such as:

- learning about case studies, identifying the LHCR project team from the [List of records systems](#);
- contacting the LHCR project team and other local/ICS partners to find out how to get involved;
- ‘[Working through the LHCR access pharmacy/LPC checklist](#)’ and [reviewing the LHCRs webpage](#);
- reviewing the [PSNC/RPS LHCRs/SCR letter to NHS orgs about records access](#); and
- emailing [it@psnc.org.uk](mailto:it@psnc.org.uk) with requests for specific LHCR resources for LPCs if required.

See also: ‘[Why LHCRs are critical for pharmacy](#)’. Records access supports the safer delivery of current and future pharmacy services, and the sector has been requesting ‘read and write’ access for many years. Progress is being made in some areas with regards to this.

### [Welcome \(12:00-12:05\)](#)

Welcome to those attending.

### [Dorset pharmacy LHCR use \(12:05-12:15\)](#)

[Dorset Care Record LHCR pharmacy access case studies](#) have been published previously. Amanda Moores, Dorset LPC Chief Officer, Robin Mitchell (Victoria Park Pharmacy and LPC Chair) and David Rose (Marnhall Pharmacy) will share a few updates about their LHCR ([Dorset Care Record](#)) access.

### [East London pharmacy LHCR use \(12:15-12:25\)](#)

Vikesh Patel (Westons Pharmacy) will share updates about his use of the LHCR system within his East London pharmacy ([East London Patient Record](#)).

### [Meeting action](#)

The group are to hear about progress with LHCRs in Dorset and East London and will have the opportunity to ask questions.

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Subject	Frameworks and sign-ups: information governance (IG) and whitelisting
Date/time of meeting	1st July 2021: 12:25-12:50
Overview	Information governance arrangements and sign-up processes currently vary across different LHCRs.
Proposed actions	The group will hear from NHSX about LHCR IG and will consider sign-up process issues within a discussion.

### Information governance (IG) (report)

- Past comments from the pharmacy sector have favoured:
  - avoiding complex data sharing agreements when access is granted to professionals;
  - avoiding small health and care organisations needing to perform impact assessments;
  - common IG standards which avoid duplicating the annual alignment of NHS pharmacy contractors with the NHS Data Security and Protection Toolkit (DSPTK);
  - arrangements should not be more onerous than those associated with the pharmacy Summary Care Record (SCR) framework (e.g. user agreements, training required and governance person process);
  - an implied consent model is preferred (and clinically safer for patients) because patients expect their nominated NHS pharmacy to have the NHS medicines information even if pharmacies need to add more in their privacy notices about the LHCR.
- PSNC's 2021-updated [pharmacy privacy notice template](#) includes a clause regarding records.
- NHSX have worked with LHCR IG groups on a LHCR framework – to be published summer 2021 at the earliest. LPCs should report to [it@psnc.org.uk](mailto:it@psnc.org.uk) if the future framework inadvertently creates a blocker from pharmacy having access to the right information at the appropriate time.

### Information governance LHCR arrangements (12:25-12:40)

NHSX data sharing lead, Martin Staples will provide a brief update and will take questions.

### Whitelisting LHCR portals (report)

- PSNC, system suppliers and NHSX have discussed the challenges with whitelisting LHCR portals.
- PSNC has published a webpage about whitelisting LHCRs and other links: [psnc.org.uk/whitelist](https://psnc.org.uk/whitelist).
- Pharmacy IT helpdesks may require web addresses, IP addresses and port numbers.
- Feed back to [it@psnc.org.uk](mailto:it@psnc.org.uk) or within the chat with questions this topic

### Sign-up processes (12:40-12:50)

**Meeting action:** Short discussion:

1. What are the most important lessons?
2. How can the sign-up process be made easier?
3. What are the local experiences (good and bad) regarding LHCR access?

*Note: A [draft LHCR sign-up checklist](#) has been prepared. Comments via the chat are welcome to develop this draft. Comments can also be emailed to [it@psnc.org.uk](mailto:it@psnc.org.uk).*

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Subject	Future standards, LHCR NHSX team update and Q&A
Date/time of meeting	1st July 2021: 12:50-13:05
Overview	Pharmacy contractors have fed back that there are benefits with common standards (including technical ones) for the effective rollout and use of LHCRs. NHSX are working to provide guidance for LHCR projects and are exploring how to best support future LHCR rollout.
Proposed actions	The group are asked for comments about local digital priorities and how LPCs can be further supported.

### Pharmacy feedback on standards (report)

- Past comments from the pharmacy sector (and suppliers) has favoured:
  - **Common sign-up process**
  - **Common technical standards:** so LHCRs can merge or unmerge easily if needed, and so that suppliers integrating with one LHCR system can integrate easily with others. This will also make the process easier for pharmacies that will have patients from multiple LHCR project areas.
  - **Common whitelisting process** for IT helpdesks and clinical IT system suppliers.
- Further comments from the pharmacy sector:
  - **Oversight of what is happening with various LHCR projects would be useful:** For example, the provision of a new public domain LHCR list with status and future plans updated within the list e.g. listing which LHCRs plan to merge etc. Is there the potential for a national body to maintain and update a list of LHCR projects and their status (or to enable LHCR projects to additionally manage their status themselves)?
  - **Interface design and access within clinical system:** Ideally LHCRs should be within the clinical system and show the most relevant information for pharmacy (although, at present many shared care systems are not digitally mature and may show information in a less usable fashion). This is anticipated to change over time.

### NHSX and NHS Transformation Unit working to develop a new strategy (report)

NHSX PODAC team and NHS Transformation Unit discovery work is continuing to enable the future creation of an NHSX digital strategy for pharmacy, optometry, dentistry, ambulance and community services (PODAC). NHSX are working closely with NHSE&I and other stakeholders to build on the opportunities already taken to accelerate transformation in these areas over the next 3 to 5 years. A draft NHSX strategy has been prepared including further LHCR work. Although funding to carry out the strategy and related objectives is not yet guaranteed (and any funding obtained will be subject to the business case being made successfully).

### NHSX LHCR team and Q&A (12:50-13:05)

John Farenden (NHSX Senior Programme Lead, LHCRs) will provide a brief update and will take questions.

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Subject	Integrated Care Systems (ICS), LHCRs, local digital policies & group Q&A
Date/time of meeting	1st July 2021: 13:05-13:20
Overview	Integrated Care Systems (ICS) continue to develop, with some further developing their digital priorities. LPCs in some areas would like to support ICS and clearly define the local digital priorities for community pharmacy.
Proposed actions	The group are asked for comments about local digital priorities and how LPCs can be further supported.

### Integrated Care Systems (ICS) and local digital priorities (report)

NHSE&I published [Designing ICS](#) (June 2019) and [Integrating care...](#) (November 2020), setting out plans to increase the importance of ICS within the NHS. PSNC has published a [summary of the key points from these reports](#). ICS were expected to be in place from April 2021 and will have a statutory footing from 2022, subject to legislative change. ICSs are to: enable cooperation between the NHS and councils; run services in a coordinated way; agree system-wide priorities; and plan how to improve patients' day-to-day health. There are [around 40 ICS](#) each servicing between 300,000 and 3 million people.

One of ICSs key targets is to develop data and digital (“to drive system working, connect health and care providers, improve outcomes and put the citizen at the heart of their own care”). ICS IT priorities were set out by NHSE&I as follows: developing Local health and shared care records (LHCRs); preparing digital transformation plans for their area; developing a roadmap for patient-centred digital channels; enabling collaboration including shared appointment booking and referral management and task sharing; publishing statistics; and supporting remote monitoring to allow patients to stay safe at home for longer. Many ICS are forming digital boards and employing digital leads. Read more at: [ICS and healthcare IT factsheet](#) and within [PSNC’s recently updated IT policy website section](#).

Local digital priorities based on feedback received by PSNC and on the national CP ITG digital priorities list have been prepared into draft documents: [Local pharmacy digital priorities \(prose\)](#) and [Local pharmacy digital priorities slides](#). Any comments on these documents should be sent to [it@psnc.org.uk](mailto:it@psnc.org.uk) by the end of July 2021. Attendees of this event are strongly encouraged to share any local ICS, LHCR or digital priority documents, which should be sent to the same address: [it@psnc.org.uk](mailto:it@psnc.org.uk).

### Group discussion (13:05-13:20)

The group will be asked for comment on:

1. Local experiences of ICS/LPC work regarding digital technology? What are the digital priorities at the ICS and LPC level?
2. How can LPCs progress LHCRs and pharmacy IT alongside the ICS?
3. What priority actions are required after this meeting to progress access to LHCRs ?

### Group Q&A and meeting close (13:20-13:30)

- There should be opportunity for some more questions from the wider group if the discussion finishes promptly. The questions within the chat will be collated and answered post meeting.
- James Wood will summarise next steps for LPCs. Matt Armstrong will summarise next steps for the sector, NHSX and CP ITG.

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Subject	CP ITG work streams: ICS and records
Date/time of meeting	1st July 2021
Overview	This appendix provides additional updates that will not be covered during the meeting given the limited time available. Comments or feedback supporting progress on the priority areas should be emailed to <a href="mailto:it@psnc.org.uk">it@psnc.org.uk</a> .
Proposed actions	None

### Local health and shared care records (LHCRs): other updates

- Department of Health and Social Care (DHSC) and NHSX published [Data saves lives: reshaping health and social care with data](#) in summer 2021. The draft strategy sets out plans to harness the potential of data in health and care.
- A researcher published their [findings on the use of electronic health records \(EHRs\)](#). They identified benefits but also usability challenges with the portals in their current form (many not yet digitally mature).
- Digitalhealth.net published a special report on [Local health and shared care records \(LHCRs\)](#) which argues that the continued growth and development of LHCRs means “the NHS is actually beginning to catch up with what many people think is happening already”.
- [NHSX CEO Matthew Gould wants shared records systems in place across the country in 2021](#).
- [Child health records are set to be digitised earlier than planned](#) (April 2023 instead of a year later) under government plans to give families greater access to their children’s data.
- [Greater Manchester shared care record has been deployed across the whole region](#).
- The Royal Pharmaceutical Society (RPS) published [Future of pharmacy](#) last year. It includes the principle of ‘appropriate access to individual patient records, technical infrastructure and training where needed’. The RPS report refers to a YouGov public survey which found that [85% of respondents want healthcare professionals treating them to have secure electronic access to data from the GP record](#).
- The results of the [OneLondon Citizens’ Summit on public’s expectation of data use across health and care were published](#). There was almost unanimous agreement (97%) that all health and care organisations in London should join up identifiable data to support the provision of care to individuals.
- [Northamptonshire has chosen Graphnet Health to provide a shared care record for people living in the county](#).
- [Somerset went live with National Records Locator \(NRL\) powered by Servelec](#). NHS Digital has further updated its information about [NRL](#).
- The [LHCRE programme will be working within Manchester](#) with the Greater Manchester Combined Authority and Greater Manchester Health and Social Care Partnership to increase investment in technology to support integrated care for people living with long-term conditions.
- [NHSX plans to launch a new framework for digital social care records](#).
- The [Academic Health Science Network \(ASHN\) launched a new digital gateway](#) for innovators, streamlining access to support experts across the country who may help companies deliver innovation for the NHS and care sector.
- [Cheshire went live with CarePlus children information system](#).
- [Northern Ireland confirmed a deal with US firm Epic to supply a country-wide EPR](#).

### Integrated Care Systems and digital technology

- PSNC has published a new [ICS and healthcare IT factsheet](#) (late June 2021) and [recently further updated its IT policy website section](#).
- [NHSE&I outlined the importance of data and digital in fulfilling plans to progress ICS](#).
- [Derbyshire ICS signed a 10-year shared records deal with Orion Health](#).
- With ICS set to be put on a statutory footing by 2022, Mala Mawkin says that [now is the time to get personal and share stories of integration success](#).
- Digitalhealth.net published an opinion piece written by a healthcare lawyer arguing that “[putting ICSs on a statutory footing could encourage similar levels of digital maturity across regions if the right funding and governance was in place](#)”, and “success depends on ‘baseline’ digital maturity across organisations”.
- NHSE&I board papers illustrate [NHSE&I hopes digital and data will help drive system working as well as connecting health and care providers](#).
- Infinity Health published an opinion piece about "[What the new NHS Integrated Care Systems need to do to be successful](#)" including the expansion of Shared care records, and proper digital transfers of care.

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