

# *Community Pharmacy IT Group*

Winter 2021 meeting

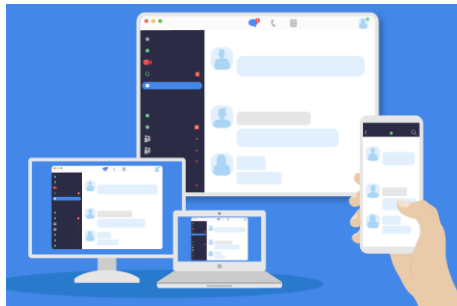
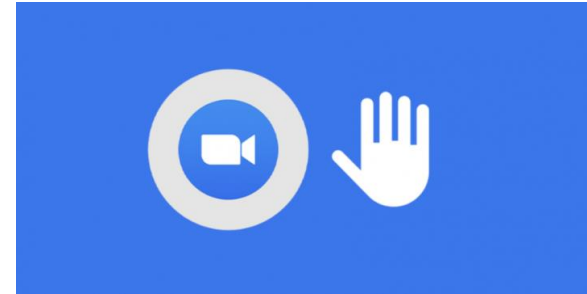


# Agenda

	Session
1.	Welcome from Chair
2.	NHS profile manager
3.	Digital Clinical Safety Strategy
4.	Interoperability and NHSX strategy
5.	Comments on Shielded Patient List closure
6.	NHSmail and Teams adoption
7.	CP ITG meeting evaluation and planning (2/2)
8.	AOB, workstreams

# Take part: continue using usual methods

- **Seek attention of Chair** e.g.  
use Zoom 'raise hand' feature



- **Use Zoom chat** (use it  
throughout meeting)

## Take part (additional methods)

- **Answer online poll questions:** use a second device or phone

Please now go to [www.slido.com](http://www.slido.com) and enter code.

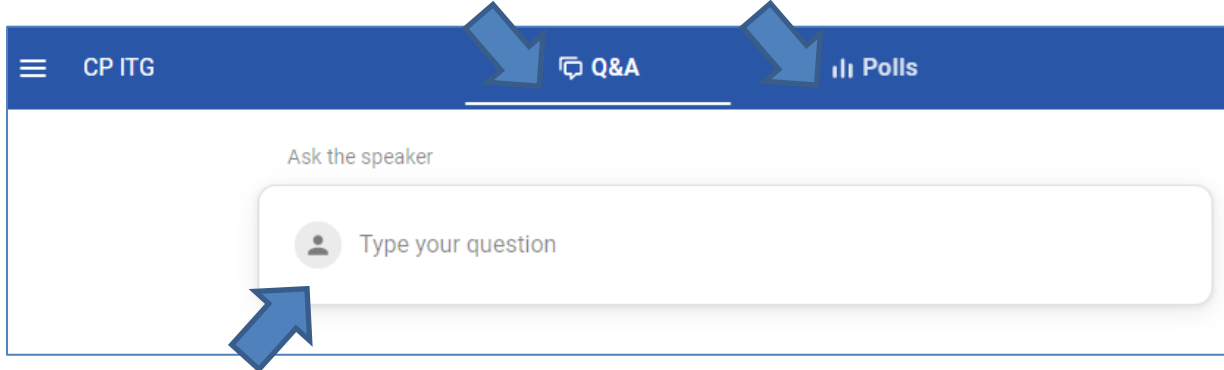
Or simply scan the meeting barcode now – it is also present on other slides.

We'd expect for all attendees to take part this way



# Take part (additional methods)

- **Comment anonymously via Slido comment box.**
- Submit comments, and views anonymously. We will aim to address those during this meeting or after
- Switch between Q&A and 'Polls' tabs



- Please go to 'Q&A' tab now: and submit 'test' to check this works



# Briefing for PSNC Community IT Group

Anoop Seera - NHSX - Programme Lead

Daniel Ah-Thion – PSNC - IT Policy Manager

17th November 2021



# Purpose



- Thank you for the invitation to come and discuss NHS Profile Manager with you all.
- NHS Profile Manager is scheduled for February 2022 and therefore this conversation is part of early engagement activities by NHSX and is envisioned to be the first of many with this group.

# Background

- Pharmacy Contractors are currently required to use two different web based service information updater products to update their service information across the NHS Website, NHS Service Finder, NHS 111 Telephony and Online respectively.
- These products are:
  1. NHS Website Profile Editor
  2. Directory of Services (DoS) Pharmacy Profile Updater



**Digitise**



**Connect**



**Transform**



# Recent

- NHSX's Digital Urgency and Emergency Care (DUEC) team in early 2021 commissioned NHS Digital to create a single web based product to replace both existing products.
- This commission is based on two primary benefits being realised:
- Firstly, saving valuable Pharmacy time and secondly, to help improve the accuracy and consistency of service information across the NHS.



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# Current Progress

- NHS Digital are over half way through digital engineering works relating to this new product.
- These works have thrown up some interesting challenges, especially in relation to ensuring the service information data between the NHS Website and DoS are harmonised.



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# Data Integration



- The NHS Profile Manager preparatory work on data revealed that many pharmacy lists are maintained across the NHS, and that many of these lists differ slightly.
- A cross sector working group including NHS Digital, PSNC, NHSE&I and NHSBSA has been meeting frequently to further an initiative to start to rationalise central lists of pharmacy data used within NHS systems and datasets. Some of this work is expected to continue into 2022. The workstream is also helping to identify future NHS Profile Manager enhancements, some of which are being added to the roadmap.
- This will help align data, reduce pharmacy workload involved with updating multi lists, and improve accuracy and data quality.

• The workstream is also helping to identify future NHS Profile Manager

# Communications with Pharmacy



- As part of preparatory works by NHS Digital, an email has been sent to Pharmacy contractors who meet the following two criteria:
  - 1) Use the existing NHS Profile Editor's Comment Responder functionality AND
  - 2) are registered with an email address that is NOT an NHSmail email address i.e. Not ending nhs.net
- This email will ask these colleagues to effectively early register for NHS Profile Manager and as part of that, stop using any other email addresses.

# Communications with Pharmacy



- This being done in November 2021, allows NHS Digital to start other account management related preparatory works in December 2021 and not have to leave them until just before the launch of NHS Profile Manager in February 2022.
- This email and the ask doesn't affect in any way the current abilities or processes Pharmacy use to update their service information as this is effectively a pre-registration process.
- NHSX and NHS Digital were keen to avoid asking anything of Pharmacy colleagues during December and January.

# Opportunity to influence



- NHSX and NHS Digital are keen to offer this group an opportunity to see the ‘work in progress’ product and to gauge the opinions of this group. This will be an opportunity to influence and shape the product released in February 2022.
- An MS Teams delivered overview of the product, with a Q&A session is being planned for 7<sup>th</sup> December 2021 at 10am for 45 mins.
- In addition, if the first session is well attended, an additional session (for early February 2022) would be organised to show the group the product as it approaches the first ‘release’ for Pharmacy to use.



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# Questions



# NHS Digital Clinical Safety Strategy

Session timing: 11.30-11.50am





# NHS Digital Clinical Safety Strategy: recommendations included

- Digital Clinical Safety Strategy published by NHS
- It proposes recommendations to improve the safety of digital technologies for clinicians, suppliers and policy makers
- Recommendations include:
  - a) Understand and plan for the clinical impacts if your systems goes down
  - b) Align to new LFPSE protocols [Learn from patient safety events, NRLS replacement]
  - c) Align reporting of clinical incidents to LFPSE (should be accessible via all standard incident reporting platforms)
  - d) LFPSE mandatory questions to ask on IT and software
  - e) System-wide learning and response related to digital technologies

*Action: Group discussion*

# NHS Digital Clinical Safety Strategy: recommendations included

Other recommendations:

- f) Triangulation of IT help desk queries, outage reports, and patient stories
- g) suppliers maintain clinical safety case report (CSCR) and share in way that supports system-wide learning
- h) LFPSE relevant data goes to NHS Digital and NHSX
- i) Clinical Risk Management Training for those in industry and safety professionals and health and care workers
- j) Clinical Safety Forum to enable sharing of lessons.
- k) Digital clinical safety to be embedded in further policy
- l) Database created collecting details of relevant implanted medical devices
- m) Digital products assessed against the [NHS Service Standard](#)
- n) National Digital Clinical Safety Board established and with policy makers, patients and supplier reps

*Action: Group discussion*

# NHS Digital Clinical Safety Strategy

Discuss:

1. Comments about the strategy and recommendations? What do you like/dislike?
2. What could the pharmacy sector do to improve digital clinical safety? How could the group / CPPSG support this agenda?
3. Are there any existing pharmacy or supplier peer-to-peer networks?

*Action: Group discussion*

# Interoperability and NHSX strategy

- [NHSX recently published an update on interoperability](#) which included five shared priorities/goals:
  - 1) ***A new end-to-end process and governance model*** for standards development.
  - 2) ***A standards and interoperability strategy*** to be published.
  - 3) ***An open-source playbook*** which will provide guidance to providers and commissioners
  - 4) ***A long-term roadmap for standards and interoperability***, incl timeline
  - 5) ***A standards portal***, registry of standards used across health and care.

# Interoperability and NHSX strategy

Discuss in breakout groups:

1. Comments about NHSX five priorities? What do you like/dislike?
2. How do you think these could be better implemented?
3. What are three pharmacy interoperability priorities aligning with the strategy?

*Action: Please discuss within breakout rooms*

# Shielded Patient List closure

Session timing: 12.30-12.40



# Shielded Patient List closure

This is the NHS Digital text planned for SCRa portal:

**“Removal of Covid-19 Risk Indicators** - Following the announcement by the UK Government regarding the end of national shielding in England, NHS Digital is undertaking a managed closure of the Shielded Patient List. Any patient marked with a Covid-19 Risk Indicators in SCRa or SCRa Private Beta will have it removed by the end of year”

# Shielded Patient List closure

Discuss:

1. any IT implications, including within the SCRa portal and within SCR 1-click systems
2. whether systems will be able to re-present SPF if shielding is reinstated later
3. wording below intended for SCRa portal:

UK is **“Removal of Covid-19 Risk Indicators** - Following the announcement by the Government regarding the end of national shielding in England, NHS Digital is undertaking a managed closure of the Shielded Patient List. Any patient marked with a Covid-19 Risk Indicators in SCRa or SCRa Private Beta will have it removed by the end of year”



# NHSmail and Teams adoption

Discussion:

1. how to increase NHSmail use
2. how to boost NHSmail Teams use
3. how can NHSmail Teams be used in pharmacy

# CP ITG meeting evaluation and planning (1/2)

We'll be considering:

- briefings vs discussion balance
- meeting timing/duration
- preferred arrangements

The final results will be shared back to the group and will help planning for future meetings.

*Action: Poll questions, Zoom comments and group discussion*

Session timing: 11.05-11.15




# CP ITG meeting evaluation and planning (2/2)

Discuss and feed back:

- the balance between briefings and discussion
- meeting timing/duration options
- preferred topics
- breakout room options
- participation
- preferred engagement options between meetings
  
- *Action: Poll questions, Zoom comments and group discussion*

Session timing: 12.50-1.10pm



# Post-meeting communications and AOB

Items suggested for AOB:

- Community Pharmacist Consultation Service IT
- DHSC calls about patient digital authentication?

Session timing: 1.15-1.30pm



Thank you!

*Post meeting queries: [it@psnc.org.uk](mailto:it@psnc.org.uk)*

