Community Pharmacy
IT Group

Community Pharmacy IT Group

Meeting: June 2021

National Booking Service

Community Pharmacy IT Group June 2021

CP ITG: Help improve the vaccination experience if your pharmacy is providing C19 vaccines

The NHS Coronavirus Vaccination Programme needs your help to improve the vaccination experience. Your feedback to NHS Digital will allow us to learn about the needs of people using the service and how it can be improved.

We're interested in the experiences of people working on the vaccine rollout. Especially those who do activities such as data input or reporting, or those who use computer systems as part of their role.

Interested in getting involved?

To take part please register your interest at http://bit.ly/NHS-vaccination-user-research and a team member will reach out to you.

Easier authentication for pharmacy teams

(Care Identity Service 2 (CIS2))

Community Pharmacy IT Group June 2021

Presented by:
NHS Digital authentication team

Our team’s platform vision

“To provide secure, convenient access to clinical information and services for all care workers, in any care setting.”

The present

At present pharmacy teams must use CIS1 Smartcards and pharmacy Electronic Prescription Service systems are only compatible with CIS1 technology.

CIS2 is in continual development for an improved experience for health and care staff.

Our team's strategy

Provide secure, convenient access to clinical information and services for all care workers, in any care setting. We will deliver this through three **missions**.

Make it easy

Enable convenient access to the right information at the right time

Objectives
- Care workers can access systems in any care setting
- Care workers can access systems from any device

Strategies
- Ease of registration
- Mobility of identity
- Standards based approach
- Mobile device support

Make it safe

Ensure patient data in national systems is protected

Objectives
- Prove compliance with GDPR
- Evidence adherence to Care Record Guarantee
- Meet agreed appropriate security standards (EAL/IAL)

Strategies
- Policy review
- Access control
- Access governance
- Improved MI & reporting

Make it work

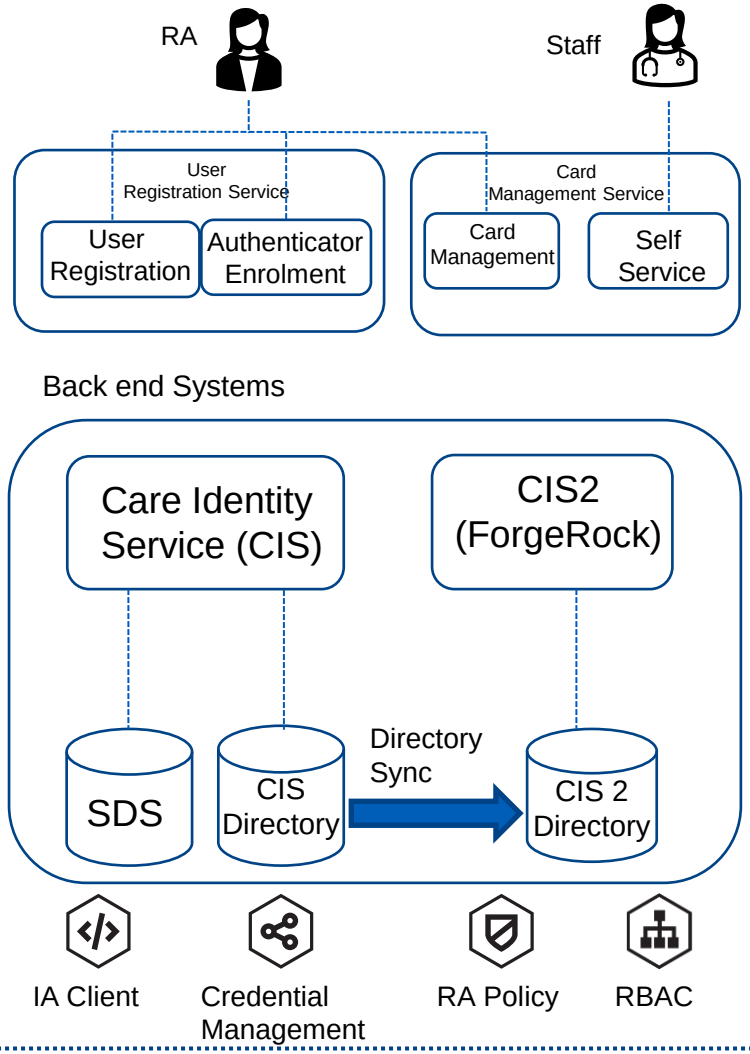
Resolve current/urgent impediments to delivery of care

Objectives
- Address known service issues
- Achieve balance of cost, usability and security

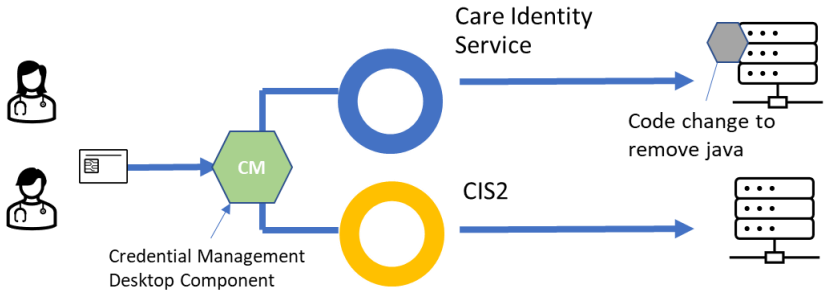
Strategies
- Deprecation of legacy and non-standard solutions
- Address known risks
- Cost, benefit & risk analysis

Current Service

IAM Platform



CIS and CIS2 basic Authentication Methods



Smartcard Access for CIS Systems

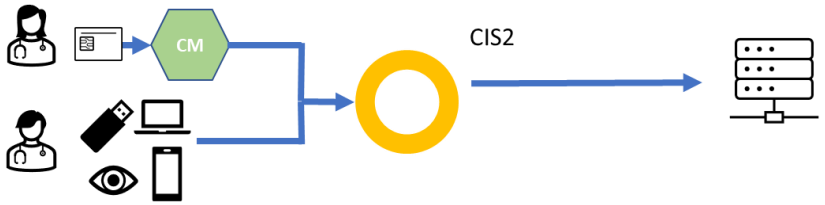
OR

Smartcard Access for CIS2

Stage 2 CIS and CIS2

Users wishing to use a smartcard to access CIS and new services supporting CIS2 MUST install Credential Management on their machine. This manages connections to CIS and CIS2

A small code change will also remove java and improve performance for users



Access for All Systems

Stage 3 CIS closed. CIS2 the primary Auth service.

Any user wishing to access all systems in future using a smartcard will need to use the CM until its replaced. Other Auth tokens (Windows Hello, USB keys, etc) will connect direct to CIS2

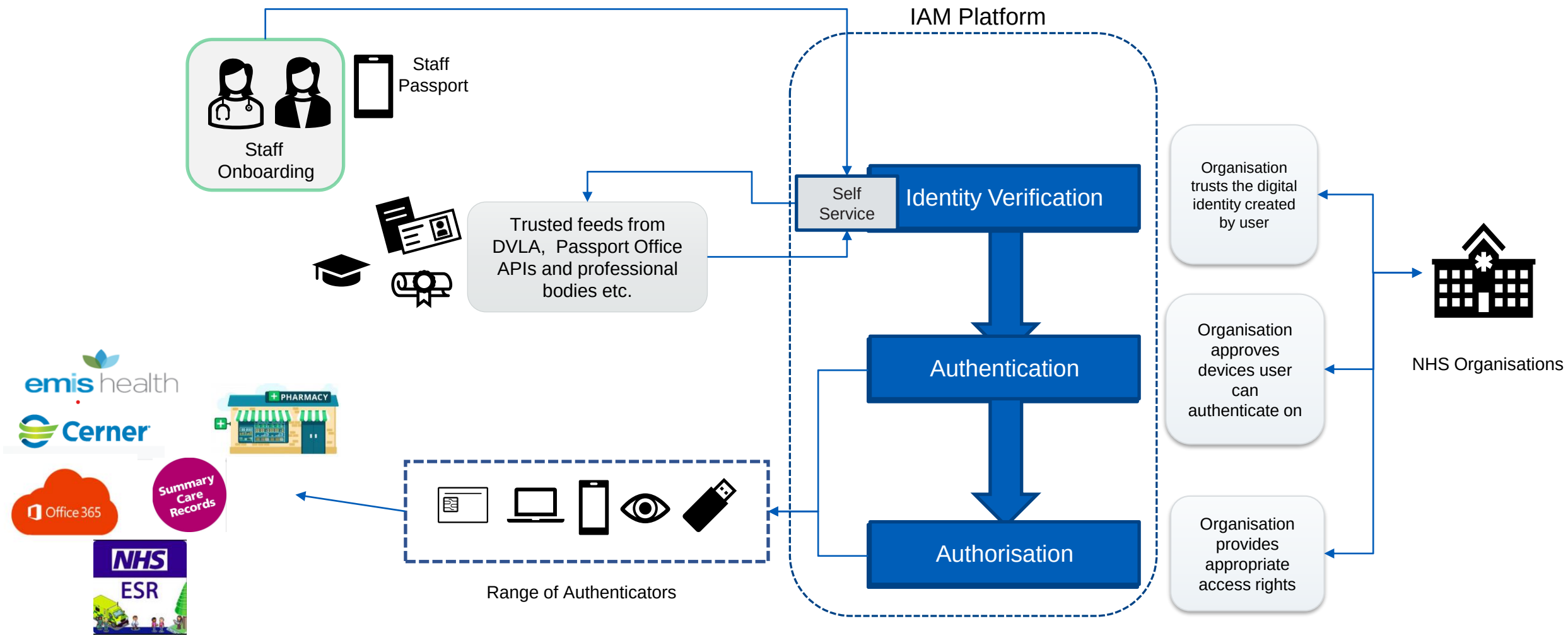
Move to CIS2 will move authentication to be standards based

WebAuthn for webapps

FIDO2 compliant Authenticators

OpenID Connect for systems and services

The IAM Platform Vision for the Future



Formerly known as NHS Identity

Why NHS Care Identity Authentication?

	Care Identity Service	NHS Care Identity Service2 – Authentication
	Health and Social Care Network (HSCN) (previously called N3)	HSCN Internet
	Smartcard VSC	Supports smartcards and additional devices, such as iPads, Windows 10 Tablet or Laptop, and cross-platform keys.
	Internet Explorer 11 (IE11) only Dependency on Java 8 applets	Available over Google Chrome, Microsoft Edge, Apple Safari, continued support for IE11 during transition.
	NHS specific	Uses Open ID Connect (OIDC), FIDO2 and NIST AAL3 security standards.
	Maintenance fixes until CIS deprecation Sept 2023	Supports continual improvements

Example biometric authentication use case

London Ambulance service paramedics accessing patient information via the NHS D SCR poral (called SCRa) (private beta) app through fingerprint recognition on an iPad over the internet (wi-fi or mobile data).

- Enable paramedics to access accurate and timely patient information when responding to an incident
- Enable paramedics to make informed clinical decisions
- Reduce unnecessary admissions to hospital
- Enhance the patients' experience
- Change the focus to confirming information with the patient from information gathering
- Enhance the paramedics' experience

The London Ambulance service are also considering using the SCRa (private beta) app on desktops within call centres using smartcards.

Paramedic quotes

“Login is easy and instantaneous.

I like that I can just use my fingerprint as I already have loads of passwords to remember.

It was so fast I couldn’t time it.”

Benefits

Supplier benefits

- Uses open standards reducing the effort and technical support to integrate with the authentication service
- Standards based solution that is not bespoke to NHS, significant amount of code reuse possible.
- Future proofed to support additional authentication devices
- Enables a wider customer base to be reached by reducing the reliance on the Health and Social Care Network and increase number of authentication devices.
- Aligns with UK Government strategy and NHS Digital’s strategy

Clinical & user benefits

- Improves clinical safety by enabling more flexible and accessible ways to authenticate.
- Supports mobile working and frees up staff time for direct patient care.
- Improves secure access to clinical information over the internet and removes the reliance, cost and bureaucracy of connections to private networks.
- Improves accessibility over modern internet browsers.
- Improved user experience through the use of familiar authentication methods such as those used to access social media, online shopping and banking.
- A single user can have multiple ways to authenticate depending on the care setting and device used
    - Tablet for GP home visit vs PC for surgery consultations
    - Tablet for onsite Pharmacy consultation v

Technology benefits

- Simplifies the effort to integrate an application with the authentication service.
- Future proofs for the use of FHIR APIs
- Removes the need for outdated technology like IE11 or Java applets.
- Enables an increased range of:
    - authentication devices to be used including biometrics and cross platform keys in addition to smartcards.
    - modern browsers such as, Microsoft Edge, Google Chrome, Apple Safari, etc.
- Aligns with the UK Government strategy direction that digital services should be made available through the internet, secured appropriately using the best available standards-based approaches.
- Aligns with NHS Policy drivers to improve login processes and digital staff identity.

Care Identity Service (CIS)

Deprecation Dates

- We are actively working on deprecating support for older Identity and Access Management (IAM) Platform technology areas.
- The following dates were published in March on the link below. We have a team engaged looking to speak to organisations who have affected technology.
- Call to action: Circulate awareness inside your organisation and supplier base that we intend to deprecate the CIS authentication service by the end of September 2023 and support the move to up to date versions of the IA Client and smartcards.
- Java Support on desktops. With introduction of Credential Management we've removed requirement for Java applets on desktops for RAs.
- PSNC also will share some additional updates about this as well – such as directly to suppliers

Product / service	Unsupported	Access unavailable
CIS (authentication only)	30 September 2023	30 September 2023
Gem Series 4 cards (Gemplus)	30 December 2021	30 December 2021
BT IA Client	30 June 2021	30 September 2021
HSCIC v1 IA Client	30 June 2021	30 September 2021
Gem Series 05 or 06 (JCOP41 and JCP 41 cards)	30 September 2023	30 September 2023

https://digital.nhs.uk/services/registration-authorities-and-smartcards/supporting-older-version-smartcards

How can you help?

- Support supplier engagement around understanding roadmap to standards based authentication (CIS2 and OIDC)
- Feedback on user needs and the benefits from making other forms of authenticator available on wider sets of use cases
- Ensure local teams support deprecation of old IAM tech (old smartcards and old IA Client versions)

Questions

NHS Digital

Presented by:
Joanne Lambe

Electronic Prescription Service - Next Gen

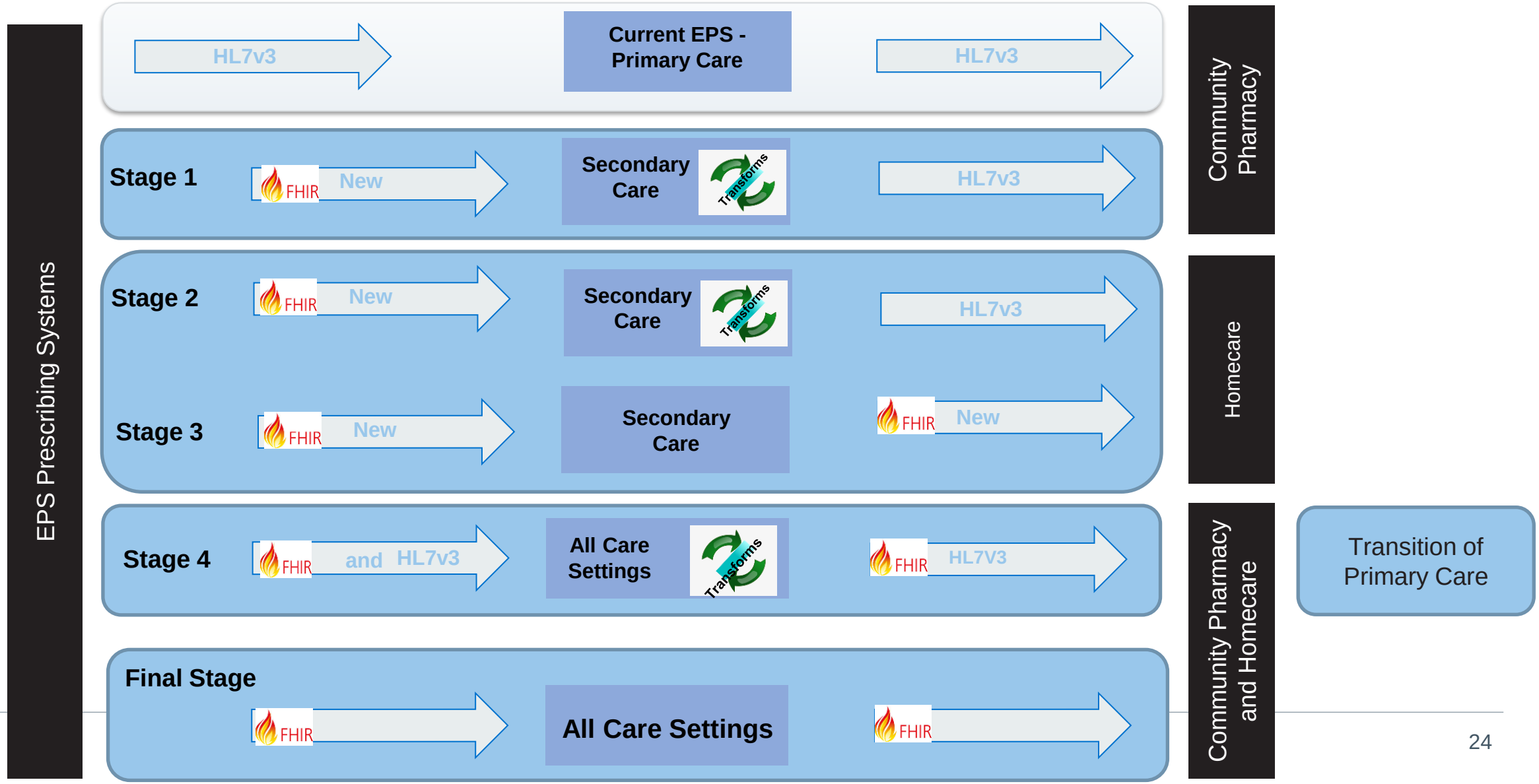
The programme has rebuilt the existing service using modern standards and technology

It is now available for secondary care and GP vendors to develop against

Dispensing system vendors can start developing from the end of June

The old and the new can run in parallel

Stages of Delivery



Timeline

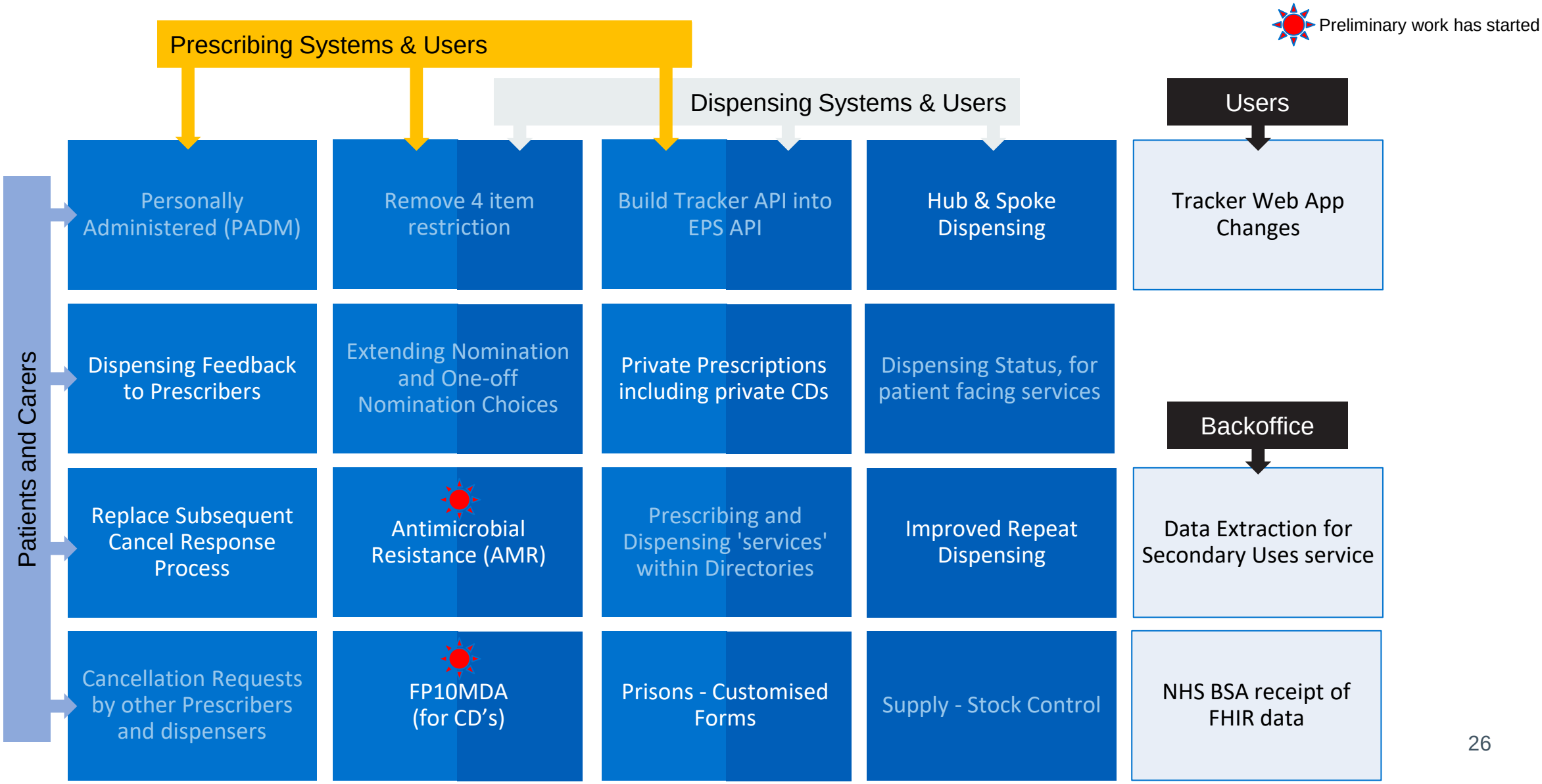
2021-22

- Outpatients & Homecare vendors developing - first of type summer 2021
- Identify and start developing new features and make available to suppliers
- Work with vendors to start the transition and deliver new features

2022-24

- Identification of further features
- Build new features and make available, work with suppliers to adopt
- Decommission EPS Release 1 and 2, ideally by March 2024

Features Wish List



Useful Resources

Business Resources

Electronic Prescription Service Main Pages
https://digital.nhs.uk/services/electronic-prescription-service

EPS For Secondary Care
https://digital.nhs.uk/services/electronic-prescription-service/eps-for-secondary-care

Any other queries can be directed to:

EPSSupport@nhs.net

Technical Websites

EPS developer guide: Use the developer guide to help understand the big picture of EPS

Electronic Prescription Service (EPS) software developer guide - NHS Digital

Digital medicines implementation guide: Use the DMIG to help with creating the FHIR message required for both endpoints

NHS Digital FHIR Medicines (simplifier.net)

EPS open API spec (OAS): Use this document to help with the development against the EPS prescribe API

Electronic Prescription Service - FHIR API - NHS Digital

Signing Service open API spec (OAS): Use this document to help with the development against the signing API (only required if you are using the signing service)

https://digital.nhs.uk/developer/api-catalogue/signing-service

NHS Digital

NHS Community Pharmacist Consultation Service (CPCS) & CPCF IT update

Presentation for

Community Pharmacy IT Group (CP ITG)

June 2021

NHS Community Pharmacist Consultation Service

CPCS Referral Systems are currently funded centrally by NHS E/I

This arrangement was due to end in April 2021, but has been extended up until the end of September 2021.

CPCS contractors will be responsible for purchasing their own solutions from October 2021 onwards.

Engagement in Autumn 2020 related to the creation of a procurement vehicle (Dynamic Purchasing System) to allow CPCS providers to purchase CPCS referral systems, with a technical specification shared during this period.

NHS E/I have used the extension period to reconsider this approach.

NHS Community Pharmacist Consultation Service

The DPS route has been ruled out as unsuitable. It has been deemed resource intensive for CP contractors and suppliers.

Supplier software solutions will need to meet standards set by the NHS. This will be reflected in the NHS CPCS service specification.

NHS Community Pharmacist Consultation Service Assured Solution

A CPCS Technical Specification was shared in Autumn 2020 as part of exploratory steps relating to the creation of a Dynamic Purchasing System.

This has been further developed and is now the CPCS Technical Toolkit, which outlines minimum requirements for software solutions supporting CPCS referrals for 01 October 2021, together with longer term requirements.

We are expecting four system suppliers to be ready for 01 October 2021. Two existing suppliers, plus two additional suppliers following expressions of interest.

Suppliers are currently being supported by NHSD and NHS BSA against the minimum requirements in the Toolkit.

NHS Community Pharmacist Consultation Service Technical Toolkit

- NHS CPCS toolkit overview
- Minor Illness pathway flow diagram
- Minor Illness consultation technical components
- Minor illness essential / required / desirable components
- Urgent Medicines pathway flow diagram
- Urgent Medicines consultation technical components
- Urgent Medicines essential / required / desirable components

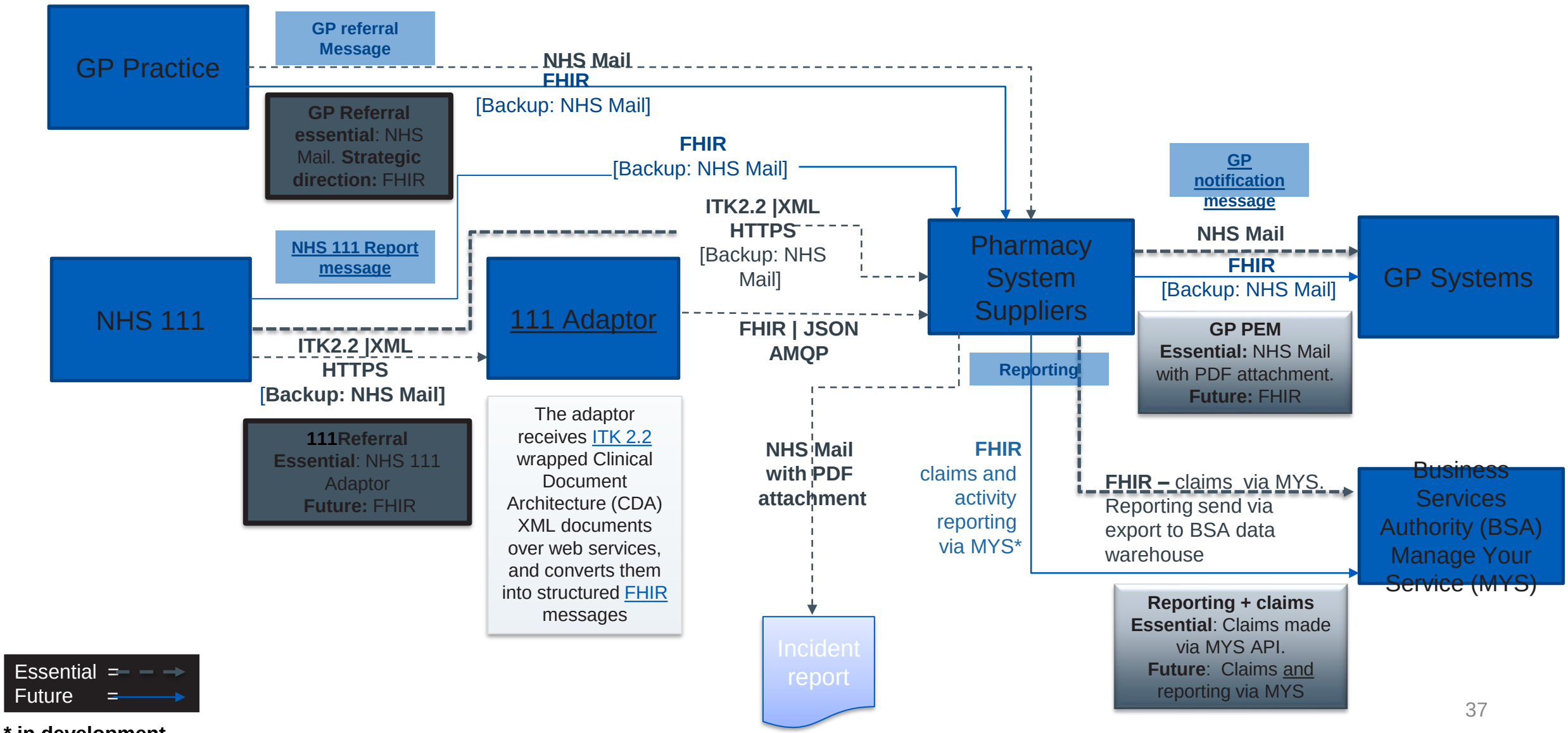
NHS CPCS Toolkit Overview

This NHS Community Pharmacist Consultation Service (CPCS) technical toolkit is designed to provide a high-level overview of the technical components required to deliver CPCS.

The toolkit includes:

- technical flow diagrams for the two elements of CPCS (minor illness and urgent medicines supply)
- details of the **essential** technical components that system suppliers must have in place by **01 October 2021**
- **required** future technical components
- **desirable** technical components

Minor Illness pathway flow diagram



*** in development**

Minor Illness consultation technical components

Pharmacy System Suppliers

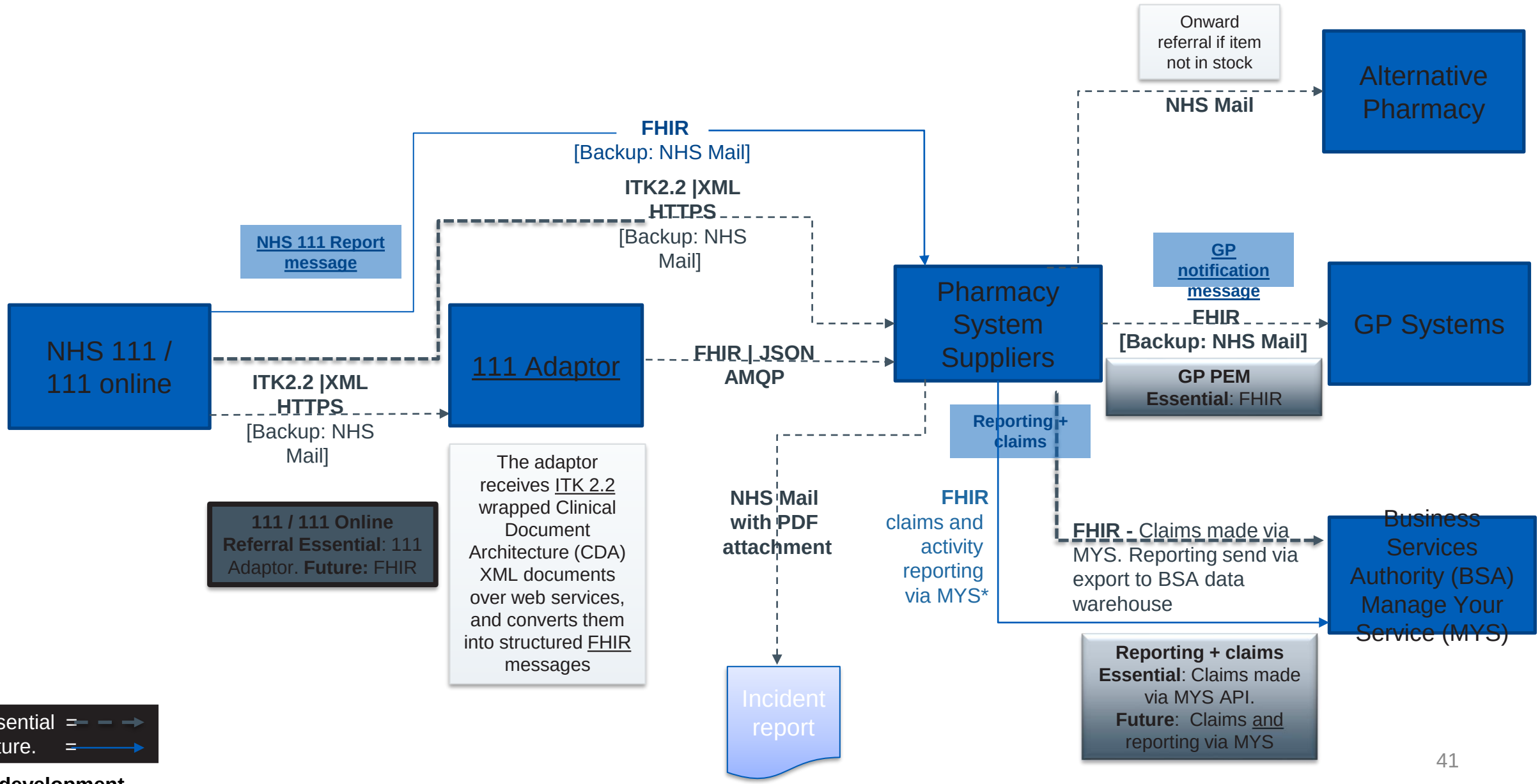
Minor illness essential / required / desirable components

Technical component	Essential for October 2021	Future requirement	Desirable
GP report message (inbound)	NHSmail	**FHIR** / **MESH** / **ITK3**	
NHS 111 report message (inbound)	**ITK 2.2 / 111 Adaptor**	**FHIR**	
GP notification message (outbound)	NHSmail	**FHIR** / **MESH** / **ITK3**	
BSA Claims and reporting	FHIR. Claims made via **MYS API.** Other reporting send via export to BSA data warehouse. There is no paper claims process available for the service.	FHIR. Reporting via **MYS API**	
Pharmacist enrolment / Declaration of Competence (DoC)	Manual input (details of full name (as registered with GPhC) and GPhC number)		Interface with CPPE register (details of full name (as registered with GPhC) and GPhC number)
Personal Demographics Service (PDS)	**Spine Mini Service / Personal Demographics Service - FHIR API** (Application-restricted access)		**Personal Demographics Service - FHIR API** (Healthcare worker access)

Minor illness essential / required / desirable components

Technical component	Essential for October 2021	Future requirement	Desirable
Summary Care Record (SCR)	**Summary Care Record application (SCRa)** or SCR 1-Click Functionality		Integrated viewer: May be developed by system suppliers to allow users to view the SCR within their existing clinical system.
NICE Clinical Knowledge Summaries (CKS)	Embedded hyperlink		Full integration via NICE integration partner (Clarity Informatics)
Dictionary of Medicines and Devices (dm+d)	Medicines and medical devices should be described using the **Dictionary of Medicines and Devices**	-	
Directory of Services (DoS)	Local directory of GP practice email addresses held in system.	DoS Proof of Concept API **search by service type** ID to return GP Practice provider secure email using 'Endpoint' information **by January 2022**	
Data reporting	NHSEI CPCS Data Specification / **Professional Records Standards Body's Pharmacy information**		

Urgent Medicines pathway flow diagram



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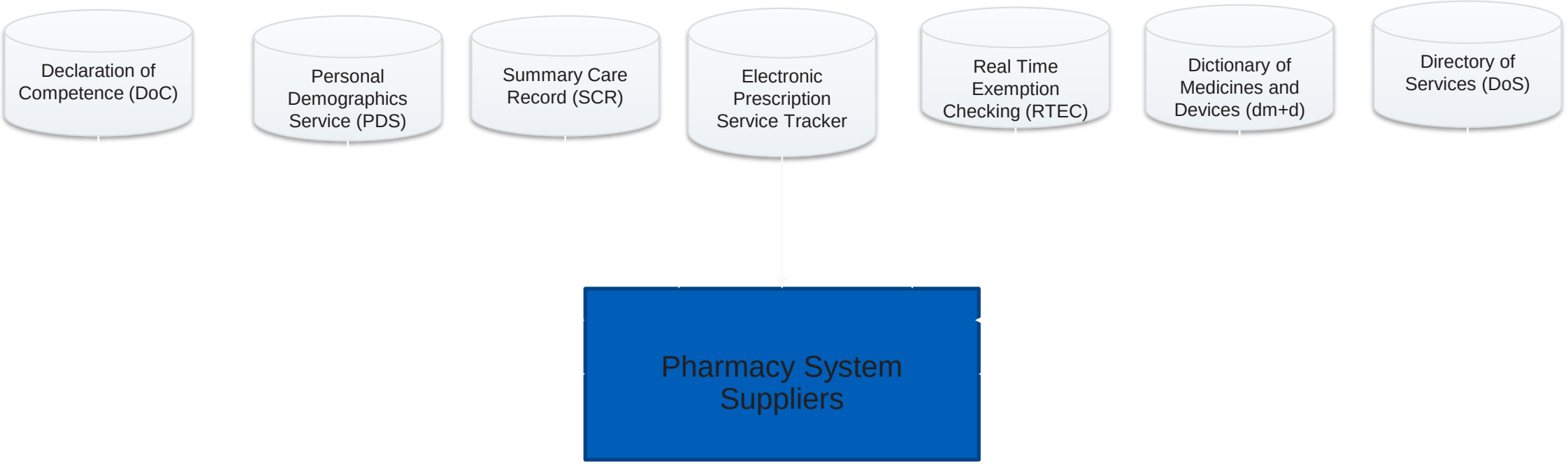
Urgent Medicines consultation technical components



Urgent Medicines essential / required / desirable components

Technical component	Essential for October 2021	Future requirement	Desirable
NHS 111 report message (inbound)	**ITK 2.2 / 111 Adaptor**	**FHIR**	
NHS 111 online report message (inbound)	**ITK 2.2 / 111 Adaptor**	**FHIR**	
GP notification message (outbound)	**FHIR / MESH / ITK3**		
Onward eferral to pharmacy (outbound)	NHS Mail	FHIR	
BSA Claims and reporting	FHIR. Claims made via **MYS API**. Other reporting send via export to BSA data warehouse. There is no paper claims process available for the service.	Claims and reporting via MYS	
Pharmacist enrolment / Declaration of Competence (DoC)	Manual input (details of full name (as registered with GPhC) and GPhC number)		Interface with CPPE register (details of full name (as registered with GPhC) and GPhC number)

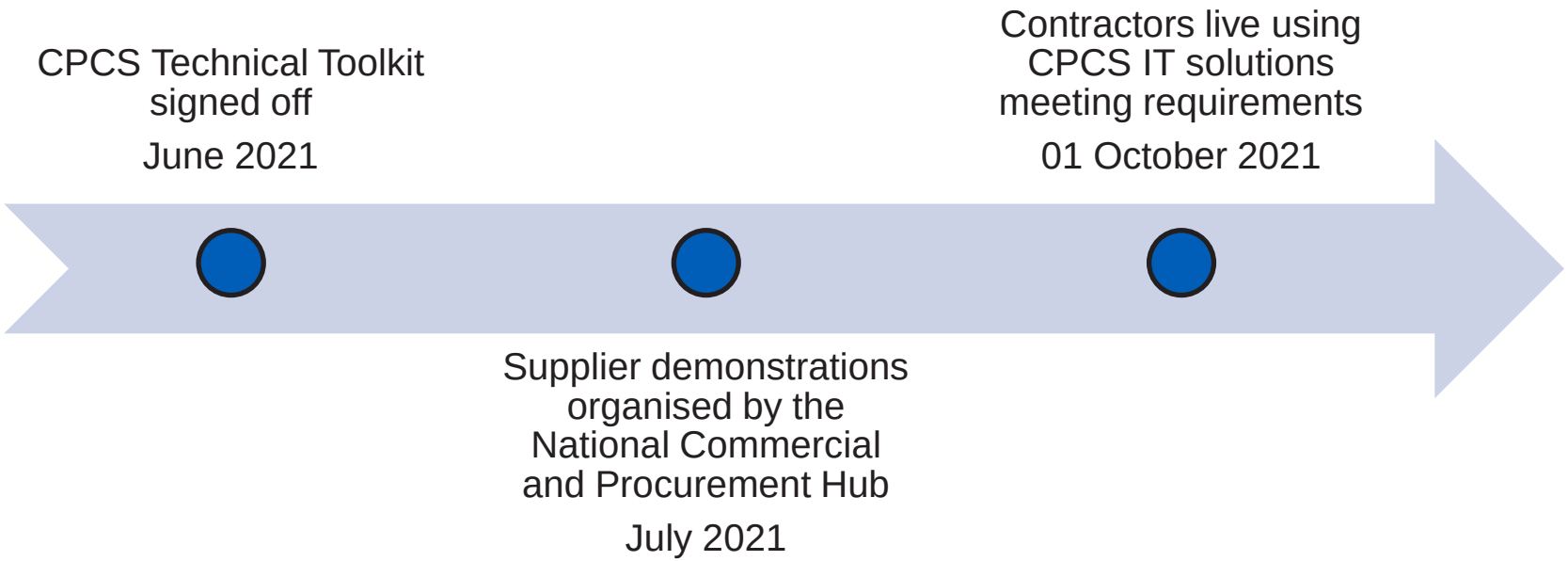
Urgent Medicines essential / required / desirable components

Technical component	Essential for October 2021	Future requirement	Desirable
Personal Demographics Service (PDS)	**Spine Mini Service** / **Personal Demographics Service - FHIR API** (Application-restricted access)		**Personal Demographics Service - FHIR API** (Healthcare worker access)
Electronic Prescription Service (EPS) Tracker	Embedded hyperlink	**Prescription tracker API**	
Real Time Exemption Checking (RTEC)	Patient to complete a written exemption status declaration (FP10DT EPS dispensing token)	Use of **RTEC** to automatically establish whether a patient has a known exemption	
Summary Care Record (SCR)	**Summary Care Record application (SCRa)** or SCR 1-Click Functionality		Integrated viewer: May be developed by system suppliers to allow users to view the SCR within their existing clinical system.
Dictionary of Medicines and Devices (dm+d)	Medicines and medical devices should be described using the **Dictionary of Medicines and Devices**	-	

Urgent Medicines essential / required / desirable components

Technical component	Essential for October 2021	Future requirement	Desirable
Directory of Services (DoS)	DoS Proof of Concept API **search by service type** ID, location to return NHS CPCS providers within a 37.5 mile radius. Results should contain Public name, Address, Postcode, Public telephone, Opening Times, Specified Dates. Local directory of NHS CPCS provider / GP practice email addresses held in system.	Minimum requirement + DoS Proof of Concept API search by service type ID to return NHS CPCS provider secure email using 'Endpoint' information (onward referral) DoS Proof of Concept API search by service type ID to return GP Practice secure email using 'Endpoint' information (onward referral) **By January 2022**	
Dispensing tokens	**FP10DT** should be printed (unless exempt because of age or the **Real Time Exemption (RTEC)** system)		
Data reporting	NHSEI CPCS Data Specification / **Professional Records Standards Body's Pharmacy information**		

NHS Community Pharmacy Consultation Service – next steps



Key contacts

For more information please contact:
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Claire Hobbs, Project Delivery Manager Digital Pharmacy, NHS England and NHS Improvement
Darryl Jones, Project Manager, NHS England and NHS Improvement

Version history

The toolkit takes into account of comments from NHSE&I, NHS Digital, NHSX, Community Pharmacy IT Group, NHSBSA and suppliers