

THIS is The News



The Health Informatics Service

Issue 18 - 2017

EPR LIVE

epr electronic patient records



Our host, Calderdale and Huddersfield NHS Foundation Trust (CHFT), in partnership with Bradford Teaching Hospitals NHS Foundation Trust (BTHFT) and Cerner, commenced the work to build and implement an Electronic Patient Record in May 2015. It was agreed that CHFT would be the first Trust to go-live with a cutover commencement date of the 28th April 2017 and a proposed go-live date of May 2nd 2017. CHFT delivered against this plan and were able to confirm that they were fully live in all areas by 7am Tuesday 2nd May 2017.

The preparation for go-live had gone well and all criteria set out against each of the decision points were met. The scale and scope of the project made it the first of its type in the UK, so whilst the project was extremely challenging, doing something that no-one had done before was very exciting and the subsequent delivery of a successful deployment should be celebrated.

The operational planning started almost 12 months ago at CHFT and worked very well; there was good workforce engagement from all areas and this expanded further into the local health economy, as regular stakeholder meetings were introduced to keep people informed and involved in the whole process.

CHFT's plans were ambitious!

- A dedicated EPR workforce of over 150 people
- 6000 staff to be trained in 6 weeks
- 'On the job' training for locum and agency colleagues
- Over 700 colleagues from all disciplines becoming EPR Friends
- Creation of robust Business Continuity (BC) plans
- Data migration to the 99th percentile

A project of this scale needed a large multi-skilled team that could cover technical readiness, operational readiness and clinical readiness. Ultimately, all these areas worked together to ensure the system was safe and our patients were not negatively compromised. Additionally, the resilience and perseverance of the workforce was remarkable and played a critical part in the go-live success.

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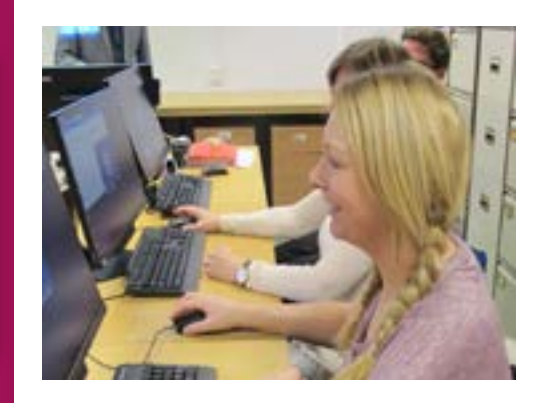
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EPR LIVE

(Continued from page 1)

The Health Informatics Service delivered significant support throughout the EPR deployment, providing resource for pre-live activity, such as Trainers and System Integration specialists, volunteering for EPR Friend duties during the cutover period and providing ongoing early live support (ELS) in the form of Service Desk provision and scheduled sustainable training delivery.

During the ELS period, certain system/technical issues still remained and needed to be worked through. However, the systems put in place to provide resolution worked well. The Health Informatics Service Desk handled in excess of 4500 calls in the first week alone, with open calls at one point rising to over 1800.

The hard work and determination to close these needed to be maintained for several weeks, with us also having

to provide a rapid response to the NHS wide cyber-attack during the same period. Thanks to our very experienced technical team, our systems (including EPR), unlike at many NHS Trusts, remained online. We are glad to report that the logs are now below 400 and that most of the open calls are associated with changes to system build. The determination to reduce this number further continues.

In the main, the system does what it was expected to do and adoption has been excellent. There are areas associated with patient correspondence that are still causing some concern and collectively, we continue to work hard with Cerner to find a resolution.

Throughout the deployment, Cerner has demonstrated great partnership working and an obvious commitment to getting the system right, which ultimately will help

them build a blueprint for future deployments. Whilst the deployment has been labelled as the best in Europe, we are very aware of the impact that the issues around data migration and access had on our patients and staff, with celebrations therefore being more contained in respect of this.

As we look forward to project completion, which will include going live in Bradford on 24th September, we should move into the autumn feeling very proud of what we have achieved. This has been a quite remarkable team effort!!!

Thank you to all.

Mandy Griffin
Director

Electronic Staff Record Website Launch

The Health Informatics' Web Development Team recently worked with the National NHS Electronic Staff Record (ESR) Central Team to redesign their public facing website (www.electronicstaffrecord.nhs.uk) complete with hosting, ongoing training and support arrangements.

The vision for the new website design supported the Programmes' Change Strategy with a focus to provide a more direct product based approach to marketing for ESR users at all levels, whether that be senior directors or day-to-day users of the ESR solution.

Our collaborative approach is one which helped the team to develop a site that is informative in its content, is modern and current in its structure and usability.

We believe that our Content Management System (CMS) solution, Typo3 allows for the customer's current and future requirements. Through our training and support processes we will ensure, that by using our CMS, we will continue to deliver an effective service.

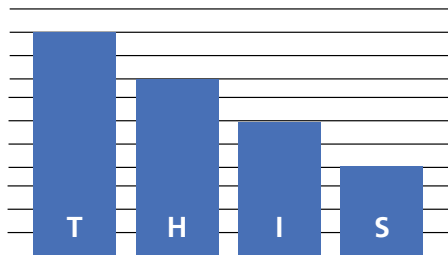
Clare Murdoch, Head of Strategic Communications & Engagement for the NHS ESR Programme said:

"It was important that any new public facing website formed an integral element of our Communications Strategy, reinforced our work to rebrand and reposition ESR to NHS users and stakeholders. We have invested significantly into the ESR solution itself, improving the user interface with our new Portal and enhanced functionality, so it was essential that the website reflected the strategic direction of ESR. With the expertise and guidance of the THIS Web Development team we have created a site that is fresh and modern in its style, and a site that users will find interesting, helpful and easy to navigate".

Chris Love
Service Account Manager



ANALYSE



Analyse THIS is an internal learning forum developed by Information Managers to provide an opportunity for our Healthcare Analysts to learn from each other and share their knowledge and skills. It is born out of a recognition that high performance comes from investing time in our most valuable asset, each other.

At its core there are three aims:

- To sustain the production of high quality information to aid decision making and improve patient care.
- To promote professional development within a supportive learning environment.
- To enable information colleagues opportunities for networking across the teams.

Analyse THIS is structured around quarterly learning forums, run by Analysts for Analysts and provides the opportunities for those with less experience of presenting their work back, to do so in a safe space, should they wish.

Over 17/18 the brand will be further developed to be a header under which professional development can sit. It will provide opportunities to better understand the business of health care with relationships being strengthened with our clinical colleagues. It will enable team members to be exposed through a structured program to the clinical environment, through observation of key hospital functions. This includes shadowing a medical ward round, observation of a

theatre session or better understanding patient flow through bed meeting attendance.

Analyse THIS can be used as a method of communicating back to the analytical team any national/regional learning and resources that maybe of interest and updates sent to the group as and when appropriate.

The first session of 17/18 has evaluated well and focused on Cymbio Dashboards. It is during times of organisational pressure, that it is important that individuals are encouraged and supported to perform at their very best. Analyse THIS is there to do that.

Lisa Fox
Clinical Information Manager



GOVROAM

A critical part of the Local Digital Roadmaps (LDR) on which the NHS Sustainability and Transformation Programmes are based, is the development of integrated teams to deliver Health and Social Care in the community.

These teams will need to be able to work seamlessly wherever they are, and that includes in multi-tenanted buildings, such as shared health and council premises, and when visiting other organisations such as council offices.

Govroam is based on the successful Eduroam service, which means that security and authentication to the service is managed by the local organisation.

The Govroam secure wireless solution offers the ability for a user to walk into a Govroam WI-FI enabled building and securely connects to the WI-FI network and then uses the appropriate VPN connection to access their home organisations systems.

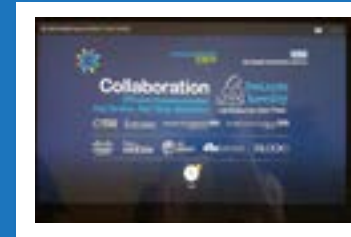
Currently as part of the Yorkshire and Humber Public Sector Network, Govroam is centrally authenticated by Doncaster Royal Infirmary. This service is rapidly developing with currently five local authorities, one transport executive, five CCG's including Calderdale, Greater Huddersfield, North Kirklees and Wakefield and seven acute trusts connected including Calderdale and Huddersfield NHS Foundation Trust (CHFT). A number of other local organisations are going through the connection process.

The Health Informatics Service has enabled the access for our supported CCG's and CHFT, Richard Main from Wakefield CCG has commented on the solution

"Govroam is one of the key technology enablers for the development the Wakefield "Connecting Care +" Integrated health and social care system. Health and Council staff are able to work seamlessly from each other's buildings and the Public Health and CCG commissioners now routinely work in each other's premises with full access to their own organisations network services."

Jim Longley
Service Account Manager

THE FUTURE OF E-CONSULTATIONS



THIS has recently embedded a new technology into its collaboration portfolio called Cisco Jabber Guest™. Cisco Jabber Guest™ is a consumer-to-business (C2B) solution that extends the reach of Cisco's enterprise telephony and video capabilities to people outside of a corporate firewall.

Utilising this technology, The Health Informatics Service has been working closely with the Yorkshire Fertility Clinic to enable the development of e-Consultations with service users, as an alternative to either having to attend traditional clinic appointments, or take part in telephone consultations, which can sometimes feel somewhat impersonal.

This technology allows Yorkshire Fertility to revolutionise the way they run clinics, through the use of the Hybrid Fertility Clinic. This allows the clinicians and nursing staff to speak to patients via HD quality Video Conferencing, enabling them to communicate with patients wherever they may be. Where there is no need for physical intervention, the patient will be able to see the specialist team member via any device

that has internet connectivity. The service also has a virtual reception area, where patients are able to keep up to date directly from their smart device.

So what are the benefits of such a clinic? From the clinicians' perspective, the technology adds service flexibility and enables patient choice. It also builds efficiencies and allows time to be used more effectively, particularly from the patients' point of view – not having to take time off work to attend an appointment, less time spent in traffic, avoiding the stress of parking at the hospital etc.

If you are interested in seeing how this technology can work for you and your organisation please visit our dedicated website: <http://collaboration.this.nhs.uk/>

Richard Hill
Collaboration Lead



CYBER ESSENTIALS - WHAT YOU NEED TO KNOW!

The Health Informatics Service (THIS) is the first NHS Organisation to become a licensed IASME Certification Body. This enables THIS to audit and award the UK Governments Cyber Essentials Accreditation and IASME Governance Standards.

Cyber Essentials aims to help organisations implement basic levels of protection against cyber-attacks, demonstrating to their customers that they take cyber security seriously.

The scheme is available at two levels:

- **Cyber Essentials** - an independently verified self-assessment. Organisations assess themselves against five basic security controls and a qualified assessor verifies the information provided.
- **Cyber Essentials PLUS** – a higher level of assurance. A qualified and independent assessor examines the same five controls, testing that they work in practice by simulating basic hacking and phishing attacks.

The five basic controls within Cyber Essentials were chosen because, when properly implemented, they will help to protect against unskilled internet-based attackers using commodity capabilities – which are freely available on the internet. The five controls are:

- Boundary firewalls and internet gateways
- Secure configuration
- Access control
- Malware protection
- Patch management

Organisations that undertake Cyber Essentials are encouraged to recertify at least once a year and, where appropriate, progress their security.

From 1st January 2016 all companies bidding for new contracts with the UK Ministry of Defence (MoD) must be certified to Cyber Essentials as a minimum.

IASME Governance Standard



The IASME Governance standard was developed over several years during a Technology Strategy Board funded project to create a cyber security standard which would be an affordable and achievable alternative to the international standard, ISO27001. The standard allows companies to demonstrate their level of cyber security for a realistic cost and indicates that they are taking good steps to properly protect their customer's information. The MoD has confirmed that any organisation with the IASME Governance self-assessment certification will, in due course, be able to bypass any CSM questions which cover the same ground.

The IASME Governance assessment includes a Cyber Essentials assessment and is available either as a self-assessment or on-site audit. Since the 1st March 2017, it has also included an optional assessment against the GDPR requirements.

Certification against both IASME Governance and the Cyber Essentials will indicate a good level of all-round information security. This will be particularly true with a pass in the GDPR assessment questions, which indicates that the company have made efforts to ensure that it is ready for the introduction of the regulation.



Jason Cresswell
Cyber & IT Security Manager





WANNACRY ATTACKS

Earlier this year a global Cyber Attack took place disrupting indiscriminate industry sectors across multiple countries. The attack was named “WannaCry” and infected computers with Ransomware, making them unusable unless a Ransom was paid. This attack was different to previous attacks, due to the speed in which it took hold and spread. Nationally, throughout the NHS, there was a significant impact, which resulted in the closure of A&E departments and GP Practices up and down the country, with patients being turned away, clinics being postponed, and even surgical operations being cancelled. Communications were disrupted and in some cases, there was a complete shutdown of all computer systems. Widespread panic was reported in both the National and International media.

This was followed weeks later by a different variant called “NotPatya”, which used the same vulnerabilities, but a different attack method.

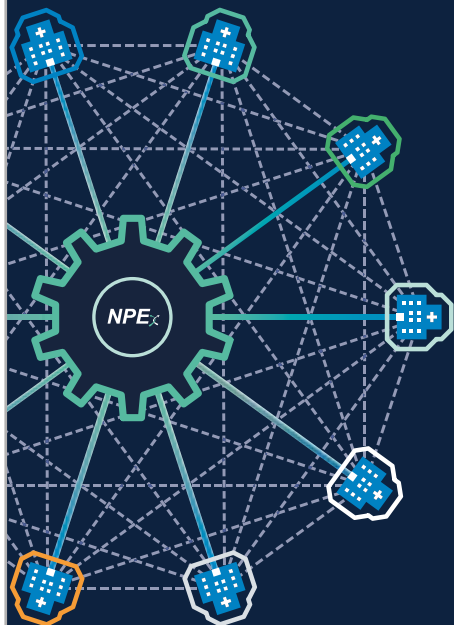
Locally, during both attacks, The Health Informatics Service (THIS) Cyber Security team responded immediately, to ensure that protection was in place across our entire customer base. All Acute Secondary Care services remained operational and without incident and throughout our 183 Primary Care GP practice estate, only 1 site was marginally compromised. However, due to the measures deployed, there was no direct impact to patient care and the site was fully refreshed and operational within two days.

This level of protection was, and is achieved through multi layered Security practices. Not only are technical controls implemented using the most up-to-date methodologies, but more importantly, the ethos and attitude of the Cyber Security service strengthens working practice, guidelines, and policy, through understanding the current and future threat landscape and attack vectors.

By preventing the infection and spread of malware and Ransomware, the Cyber Security team provided solid evidence of data protection for standards such as IASME, BSI27001, and compliance against legal requirements such as the Data Protection Act. The positive outcome also provided significant assurance across our customer base, wider health community and to the general public that our culture and approach regarding Cyber and IT Security, safeguards against major detrimental impact to clinical service provision and patient care. This has now resulted in other Trusts looking to us to understand our approach, with particular interest being shown throughout the West Yorkshire Association of Acute Trusts (WYAAT).

Jason Cresswell
Cyber & IT Security Manager





NPEx User Group 2017

On Wednesday 12th July, the annual NPEx User Group took place at the impressive Imperial War Museum in Manchester, where over 90 delegates from over 60 laboratories attended.

Owen Johnson, Director of X-Lab Ltd, opened the event by welcoming all the guests and describing the aim of the day. The Keynote speaker and Guest of Honour was our very own Chief Executive, Owen Williams. Owen engaged the audience and emphasised the need to challenge existing ways of working, and continue to drive change to enable organisations to become 'paper-lite'.

During the morning a number of presentations were delivered, covering a variety of topics, including:

- NPEx Updates
- Connecting Laboratory Services in the South West
- Direct to Consumer Testing Services through NPEx: A successful pilot
- Enabling Bacteriology reporting with NPEx
- Antenatal Reporting using NPEx
- Red Cell Immunohematology Pilot
- Automating EQA Reporting with NPEx

In the afternoon there was a selection of workshops focusing on driving efficiencies, the case for NPEx – Sustainability and Transformation Plans, reporting dashboards, utilising NPEx for Microbiology etc. If you would like a copy of the slides or wish to discuss NPEx, please email contact-us@this.nhs.uk

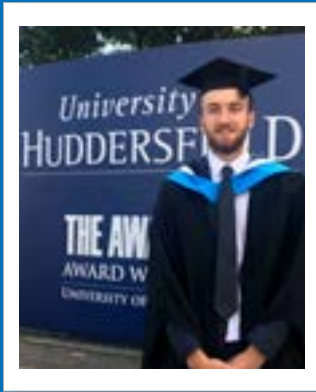
Debbie Hunter
Service Account Manager

"Thanks for another enjoyable, useful user group."

"Good balance of talks from the front, interactive sessions and networking opportunities."

"I find it a relaxed event where people feel free to join in discussions. My experience at other events is that sometimes the workshops etc. are a little awkward and people are reluctant to speak up. That doesn't seem to happen at these meetings and not just the "usual suspects" are vocal during the sessions."

Graduation For Student Placement



My name is Alistair Finn and I have just completed 4 years at The University of Huddersfield, including a placement year with The Health Informatics Service (THIS). I gained a 2.1 in Accountancy and Finance.

I thoroughly enjoyed my time at the University and was delighted to achieve a 2.1 classification.

The final year was challenging as I balanced my studies along with working at the Trust one day a week and also being the first team captain at my Cricket Club (Elland). My placement year with THIS definitely helped me in my final year studies and I was very pleased to be offered a permanent position in THIS' Medical Information Team. I began my new role at the start of June 2017 and I am now looking forward to a successful career within the organisation.



My name is Oliver Hutchinson and I have just completed 3 years at The University of Huddersfield and a placement year with The Health Informatics Service. I gained a First class honours degree in Business Studies.

I enjoyed my time at the University immensely and was very proud on the 12th July to receive my degree and graduate from the business school. The final year was a challenge balancing my studies along with working at the Trust part time; however I found this extremely rewarding.

My placement year with The Health Informatics Service helped hugely in my final year studies, with support when I needed it from my colleagues in the Clinical Information Team. I found my research into targets in the NHS for my final year dissertation very interesting.


I was very pleased to be offered a position by The Health Informatics Service, within in the Clinical Information Team starting at the end of May 2017. I am continuing to enjoy my work with the team and the wider Trust and look to the future with excitement.


Let's make **THIS** work for you!


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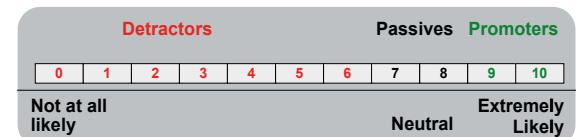
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