NHS LANARKSHIRE

eHEALTH ANNUAL REPORT 2019/20

TO

NHS BOARD 26 AUGUST 2020

1. **Introduction**

    The purpose of this report is to provide information to the NHS Lanarkshire Planning, Performance and Resources Committee (PPRC) of the work which the eHealth Executive Group has undertaken in order to allow PPRC to exercise its duty of oversight on the Digital Health and Care Strategy and Delivery Plan FY 2019/20.

2. **Background**

    The NHSL eHealth Executive Group has met on seven occasions during the period 2019-20 and has examined the eHealth Delivery Plan and emerging issues during the year including;

    a) Review and endorsement of Digital Health and Care Strategy approved by Board on 26 May 2019.
    b) Review of eHealth Programme Plan
    c) Review of eHealth Risk Management Report
    d) Review of Business Cases (including patient hub, CAMHS, eObservations)
    e) eHealth Service Development Reports
    f) eHealth Finance and Resources Report
    g) Consideration of other ad-hoc reports relating to the eHealth agenda.

3. **eHealth Governance Arrangements**

    The eHealth Executive Group has been quorate at all meetings[1].

    The eHealth Clinical Advisory Group is a sub group of clinical specialists who provide a source of advice on clinical issues and to help prioritise developments and expenditure based on clinical need and anticipated benefits. The group has met on seven occasion, of which six were quorate.

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[1] See appendix 1 for attendance list.

The eHealth Programme Board has operational responsibility for the delivery of the eHealth Programme. The Board has met on six occasions, all were quorate.

4. **Main Areas of Work Programme / Activity**

a) **eHealth Programme**

Hospital Electronic Prescribing and Medicine Administration (HEPMA)

The HEPMA system is now live in all general inpatient wards at UHM and UHH, including Mental Health. No further deployments were planned during December 19-February 20 in recognition of the clinical teams managing higher patient capacity during peak winter months. The project was put on-hold during the Covid-19 response phase.

Laboratory Information Management System (LIMS)

A new Laboratory Information Management System was introduced in April/May 2019 replacing three separate LIMS. Given the complexity of the changeover a number of post-implementation issues were managed for a period of 6 months before the project was formally closed in January 2020. A lessons learned report was published as part of the project closure process.

LIMS Order Communications (OCS)

Following the successful implementation of LIMS the early stages of the LIMS OCS project has started. This includes work on developing clinical workflows, interface specification (Vison GP System and TrakCare) and Infrastructure requirements including printing/label design.
Formal Project Boards are being established for the delivery of GP Order Communications and TrakCare Order Communications in 2020/21.

Community IT / Morse

Progress has been made throughout the year with the development of the Lanarkshire Morse environment in advance of the migration off of MIDIS. There have been delays in starting the project due to the timescale in recruiting the project team. It is envisaged that the first service will go-live during summer 2020 following the project being on-hold during the Covid-19 response period.

Electronic Patient Record (EPR)

The project has been established to support clinical recording of information at the point of care, reducing paper and scanning. In preparation for this a major upgrade of TrakCare was completed.

b) **Infrastructure and Application Developments**

TrakCare T2018

The patient management system TrakCare was upgraded on 6 December 2019 from version T2016 to T2018. This was required to provide a range of new functionality required for our EPR and also LIMS OCS.

PACS/RIS

A major upgrade of our PACS and RIS systems/environments was completed between December 19 and February 20.

Microsoft 365

Microsoft 365 is a National Digital Transformation Programme supported by Scottish Government to provide a new, cloud hosted platform for all NHS Scotland staff. The platform will allow better collaboration, improvements to clinical workflow and additional feature benefits as it rolls out across NHS Scotland over the next 18 months.

As part of this national programme, NHSL have started the move to Office 365 services through the synchronisation of Identity (IT Usernames and email addressed) to the national identity service and are working towards the migration of email services to the Office 365 service. This will align with the closure of the NHS Mail service in September 2020.

Cyber Security / NIS

A cyber security workplan has been developed to drive forward the requirements of Cyber Essential+ and the NIS Directive.

This has led to the introduction of a range of technologies, policies, processes and procedures to improve our security posture in advance of completing CE+ certification in August 2020 and NIS Audit in October 2020.

Windows 10

The Windows 10 upgrade programme was completed in advance of the Microsoft end-of-support notice period (Jan 2020) with the exception of General Practice. Due to the GP System being a *legacy system* it took an extended amount of time for the GP system provider to warrant the system operating on the Windows 10 Platform. Microsoft will provide critical updates for Windows 7 devices during the remainder of our GP upgrade programme.

ServiceNow

In line with the WoS eHealth strategy, NHS Lanarkshire transitioned on to the regional instance of service now which is the platform used to manage eHealth services and enable a digital relationship with our users. This will provide a platform to support the WoS and enable future service models.

Telephony

The main telephone system at UHM was replaced in November 2019 with a new telephony platform. This project still has 18 months to complete which will result in a further 60 legacy telephone systems being migrated on to a single platform.

Community WIFI

A community WIFI network is being deployed across NHS Lanarkshire. This will enable users of our new community system Morse to access the system from key sites. There will be an added benefit where staff and patients will also get access to WIFI. The project was put on-hold during the Covid-19 response phase.

5. **Achievements and Progress**

Key Progress has been achieved across the following areas:

a) Strategy Development and Workplan

b) HEPMA Implementation

c) LIMS Implementation

d) TrakCare / PAC RIS Upgrade

e) Windows 10 including new security systems

f) Microsoft 365 enablement work

g) New telephone platform / dial-plan

6. **Important Risks and Issues to highlight to PPRC**

The eHealth Function has an established Risk Management Group which provides strategic oversight of all Risks across the eHealth functions. Each function has an operational risk management group which play a key role in the identification and management of operational risks within the system. A risk management report is presented at every eHealth Executive Group Meeting.

During 2019/20 there were two risks on the corporate risk register Risk ID: 1364 and Risk ID: 1669.

Risk ID: 1364 – Cyber Security.   This risk highlights the possibility of Cyber Attacks within NHS Lanarkshire. The mitigation is being delivered via our Cyber Resilience Action Plan and monitored via the Cyber Security Group which is a sub-group of the Information Governance Committee.

Risk ID: 1669 – GDPR compliance. This risk highlights the risk associated with the the organisation operating in compliance with GDPR/Data Protection Act. The mitigation is a series of controls which have been implemented which are monitored routinely at the Information Governance Committee.

7. **Covid 19 Response**

During 2019/20 the eHealth and Technology Enabled Care (TEC) teams fully engaged with the agile delivery of solutions to meet Covid-19 response needs. This saw the introduction of new capabilities as well as extending the use of existing systems including;

- NearMe (powered by AttendAnywhere) has been deployed across; General Practice, Care Homes, Primary Care and our Acute Hospitals. This allows for virtual/remote consultations. Significant week on week increase in remote consultations has been achieved with over 9500 since 1 March 2020.

- Microsoft Teams has been introduced as a collaboration platform. We have over 2500 users who are using it on a daily basis to attend meetings from home, from NHS premises, local, regional and national.

- An increase in our remote access service to enable a large proportion of our workforce to work at home. We now have 3748 registered users and 1400 remote users on a daily basis during peak times.

- 1527 devices (laptops and ipads) deployed as part of our response.

- The introduction of a digital visiting solution available across all ward areas. This is based on iPads and enabled patients to connect with their friends and family at this time.

- Implemented new systems to support the information and digital requirements of the community hubs.

- The sharing of Covid-19 results from Lothian and GG&C.

- Extending access to the Emergency Care Summary (ECS) to Pharmacists, Dentists and Optometrists

- Covid based patient alerts have been added to our key systems including TrakCare and GP Systems.

- Supporting the design and implementation of the national TTIS solution as an early adopter.

Following the initial response, we are now focusing in 2020/21 will continue to be on Response, Recovery and Redesign where we will support the return of services / activity from an information and digital perspective.

8. Future Work Plans

Future Work Plans of the eHealth Executive Group during 2020/21 are summarised as follows:

a) Support the delivery of the NHSL Digital Strategy

b) Oversight of the eHealth Workplan

c) Oversight of RRR digital response

d) Rebrand from eHealth to digital

e) Consider the Business Case for GP IT Re-provisioning

f) Consider other business cases

9. Summary

This report summarises key areas of work by the NHSL eHealth Executive Group in FY 2019/2020. It recognises current progress and provides reassurance to the Planning, Performance and Resources Committee (PPRC) of effective management of this area.

Donald Wilson
Director of Information and Digital Technology
August 2020

APPENDIX 1 – eHealth Executive Group Membership 2019/20

	23 April 2019	04 June 2019	28 August 2019	15 October 2019	19 November 2019	07 January 2020	18 February 2020
Donald Wilson	✓	✓	✓	✓	✓	✓	✓
Laura Ace	✗	✗	✓	✓	✓	✓	✓
Anne Armstrong	✗	✓	✓	✗	✗	✗	✗
Irene Barkby	✗	✗	✓	✓	✗	✗	✗
Jane Burns	✓	✓	✓	✗	✗	✗	✗
Calum Campbell	✓	✓	✓	✓	✓	✓	✗
Christine Gilmour	✗	✓	✓	✓	✗	✓	✗
Marianne Hayward	✓	✓	✓	✗	✓	✓	✓
John Keaney	✗	✓	✓	✗	✗	✗	✓
Heather Knox	✓	✓	✓	✓	✓	✓	✓
Bill Martin	✗	✓	✓	✓	✓	✓	✓
Peter McCrossan	✗	✓	✓	✓	✗	✓	✓
Ross McGuffie	✗	✓	✓	✗	✗	✗	✗
Val De Souza	✗	✓	✓	✗	✗	✗	✓
Maggs Thomson	✓	✓	✓	✓	✓	✓	✗
Linda Findlay							✓
Eddie Docherty							✓