

# NHSmail: social care overview

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# **NHSmail overview**

# NHSmial – what does it offer?

NHSmial is a centrally funded platform to support collaborative working across health and care:

- Available to all care providers (one shared mailbox, up to ten user accounts per site)
- Secure and modern email exchange: Microsoft Exchange 2013
- A rich and user-friendly contact directory (NHS Directory)
- Additional services via a top-up catalogue which are funded locally
- Support provided via the national helpdesk 24/7
- Seamlessly integrated Instant Messaging and Presence (IM&P) using Skype for Business

# NHSmail centrally funded core services



## Secure and modern email exchange: Microsoft Exchange 2013

- 4GB mailboxes local branding of email addresses
- Latest email security from Trend Micro
- Local email domains



## Seamlessly integrated Instant Messaging and Presence: Skype for Business

- Latest Microsoft communication platform
- Instant messaging between users across NHSmail
- Presence management integration across NHSmail



## A rich and user-friendly contact directory: NHS Directory

- Health and social care contact directory
- Biographical information
- Modern interface and search capabilities
- Custom directory data fields
- Programmatic access



## Additional services – top-up catalogue

- Secure video conferencing and screen sharing via Skype for Business (SfB)
- Mailbox quota top-ups – 6GB, 10GB and 25GB mailboxes
- Data retention

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**Joining NHSmail**

# Joining NHSmail - overview

There are three routes onto NHSmail:

1. National Administration Service (NAS)
  - Organisations can join NHSmail via an online portal registration tool, with their accounts set up and hosted by a central local administration function. Please contact [feedback@nhs.net](mailto:feedback@nhs.net) if you would like to be part of this pilot.
2. Self-management
  - Organisations can set up and manage their own accounts. This route is only suitable for organisations that have the expertise and technological proficiency to carry out the local administrator role.
3. Local registration
  - Organisations are sponsored by a CCG / Trust/ CSU that sets up and manages the accounts on the organisation's behalf.

More information on each route for joining NHSmail can be found on the Portal help pages:  
<https://portal.nhs.net/Help/joiningnhsmail>

# Joining NHSmal – pre-requisites

- Complete the Data Security and Protection (DSP) toolkit
- Data for registering via portal registration tool
  - Organisation Data Services (ODS) code – this can be requested from [exeter.helpdesk@nhs.net](mailto:exeter.helpdesk@nhs.net)
  - Care Quality Commission (CQC) location ID - this is your CQC registration number
  - CQC contact ID - this is a code that is within your CQC registration information and is also known as the registered manager's ID

The background of the slide is an abstract composition of numerous bright blue and white light streaks and bokeh circles. These elements are arranged in a way that suggests motion and depth, with many lines radiating from the bottom left towards the top right. The overall color palette is dominated by various shades of blue, from deep navy to bright, almost white highlights.

# **NHSmail benefits**

# Transforming communications across health and social care

Collaborate with individuals and groups virtually utilising audio, video and web conferences and desktop sharing

Maintain confidence in a secure solution with dedicated hosting of all services



Send instant messages to colleagues within and outside of the organisation – no need to pick up a phone or send an email

See whether colleagues across health and social care are online, away from a computer or busy in a meeting or clinic

Store, share, co-create and co-edit documents

# Overall NHSmail benefits



## Cost

Reduced IT costs  
Reduced use of paper  
Reduced mileage costs (Skype for Business (SfB) Virtual meeting)  
Reduced GP travel costs i.e. CO2 emissions  
Reduced Hospital activity (SfB clinician to clinician/clinician to patient remote consultation)



## Time

Reduced time handling paper  
Reduced time spent travelling to meetings (SfB Virtual meeting)



## Efficiency and effectiveness

Increased speed of communication (SfB Instant Messenger and Presence – IM&P)  
Increased staff satisfaction  
Increased collaboration (collaboration tools)  
Increased reliability  
Reduced patient travel (SfB Virtual meeting - Clinician to patient remote consultation)



## Security and safety

Increased security  
Increased certainty that PID will be dispatched from a secure email

# Enablers

- A secure and modern email exchange
- SfB Audio & Video Conferencing (an additional service) – Virtual meetings; remote consultations

- A secure and modern email exchange
- SfB A&VC (an additional service) – Virtual meetings

- Instant Messaging and Presence (IM&P)
- Use of a single secure email
- Collaboration tools – e.g. federation, Shared /Resource Mailboxes, shared calendars
- 24/7/365 helpdesk
- SfB Audio & Video Conferencing (an additional service) – Remote consultations

- Anti-virus/anti-spam detection
- A secure and modern email exchange



# **Data Security and Protection (DSP) toolkit update**

# Care Provider Alliance (CPA) - guidance & web pages

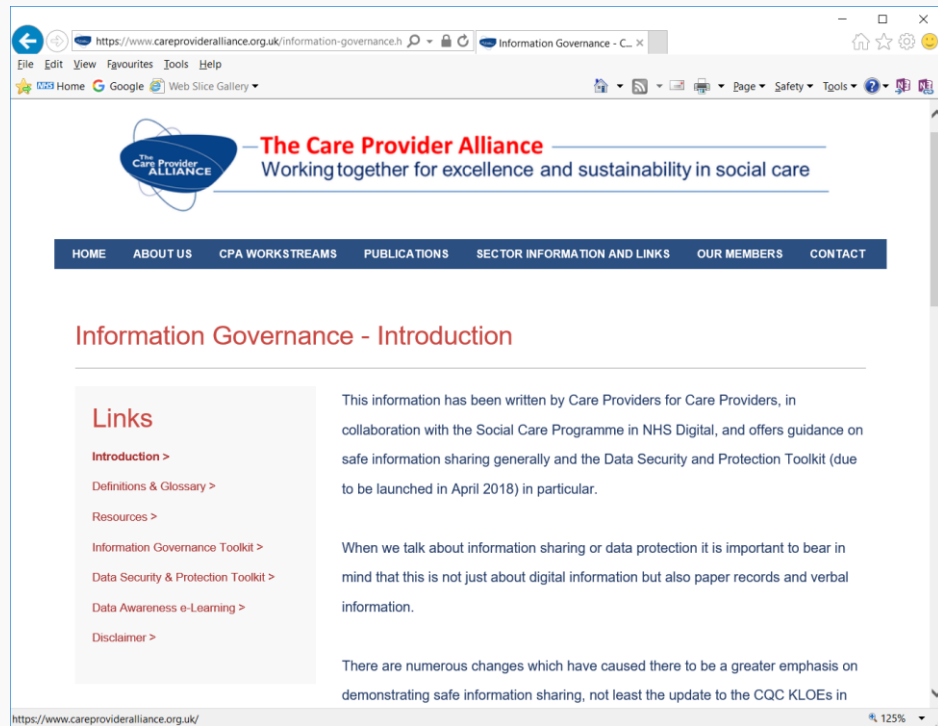
## Aims to be the main source of IG support for Social Care Providers

- Registered manager's information governance summary
- Introduction to Information Sharing for Staff
- IG Toolkit 'How to' guide
- Introduction to Cyber Security

<https://www.careprovideralliance.org.uk/information-governance.html>

The CPA is also working with NHS Digital to help make the new Toolkit more straightforward, relevant and proportionate for care providers

Updated version of toolkit guidance will be released to support the DSP Toolkit from April 2018 and will be available on these pages



# Further information and support

For further information and support please visit the [joining NHSmail Portal help pages](#).

If you have any other queries please contact [feedback@nhs.net](mailto:feedback@nhs.net)

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