DSPT
Better security.
Better care.

21/04/21
Hertfordshire Provider Webinar
DSPT, Proxy Access and Secure Email

The webinar will begin shortly

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Agenda

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| **Introduction** |
| **Data Protection and Completing the DSPT- All Providers** |
| **Proxy Access for Care Homes** |
| **Secure Email for Providers** |
| **Next Steps for Providers** |
| **Q&A** |

Better Security, Better Care

- National programme funded by NHSX

- Its overall aim is to help make sure adult social care providers have good data and cyber security in place

- By helping care providers to register on and complete the Data Security and Protection Toolkit (DSPT), which demonstrates good practice in this area

- Local and national support e.g. Digital Social Care - dedicated space to provide advice and support to the sector on technology and data protection https://www.digitalsocialcare.co.uk/

- HCPA are supporting all registered providers in Hertfordshire and Essex

The future is about sharing information securely

- Rostering system
- Care management system
- Electronic medication systems (eMAR)
- Video calls to staff, families and GPs
- NHSmail
- Proxy access to NHS records
- GP Connect
- Summary Care Record (SCR)

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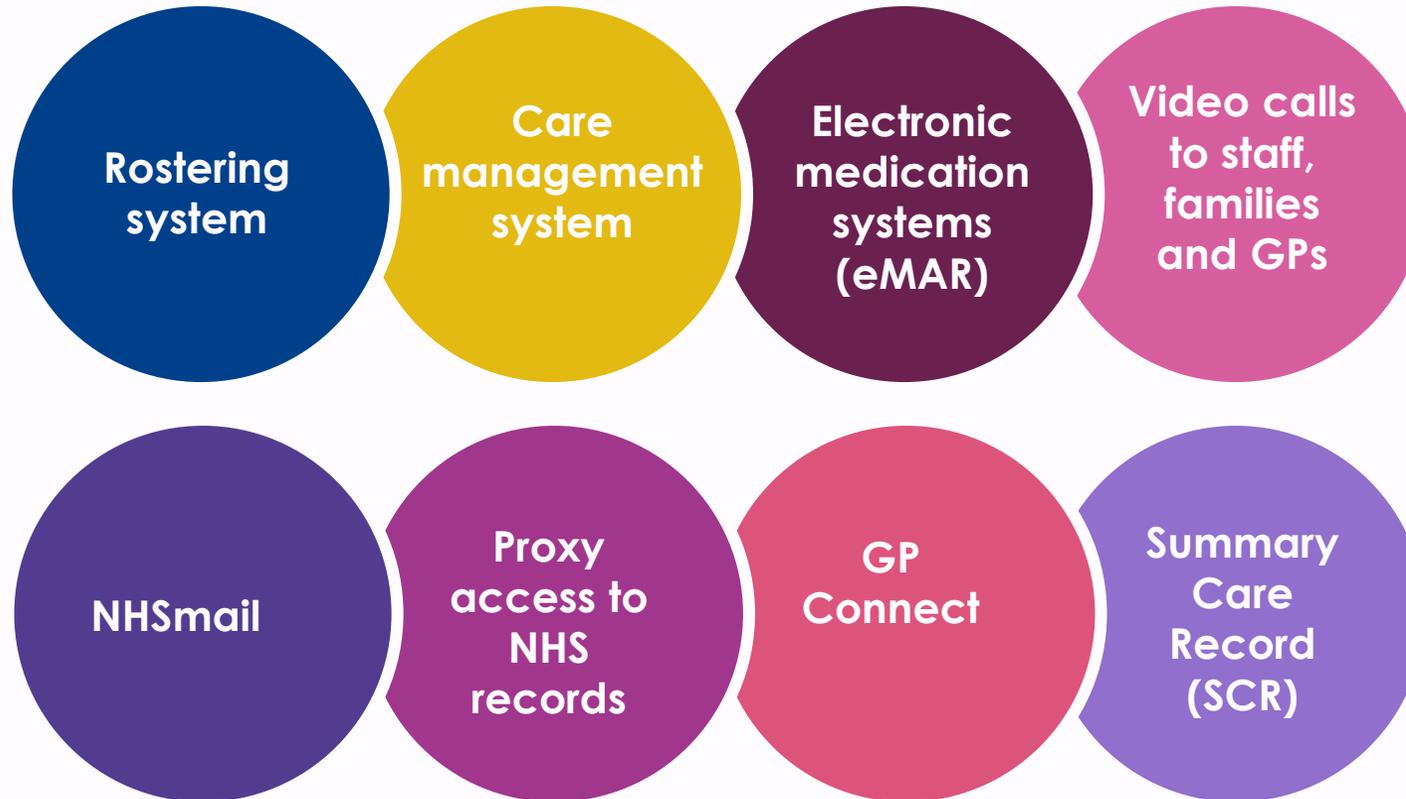
What is the Data Security and Protection Toolkit?

An online self assessment of your organisation's data security

Demonstrates compliance with data protection legislation

Reviewed annually

Gives advice and is a checklist of good practice

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Why do I need to pay attention to this?

- Data and cyber security is important for **safe sharing of records** – especially with increased use of digital technology during the pandemic

- It will help you **keep people's confidential information safe**

- It will help **protect your business** from the risk of being fined for a data breach and from the disruption of a cyberattack

- The DSPT will **demonstrate compliance** with legal and CQC requirements

- It's often a **contractual requirement** from councils and health to complete the DSPT

- The DSPT will be your **passport to shared care records** and other digital innovations with health services, enabling you to be part of a truly joined up care network with the interests of the people you support and care for at the centre

The law and CQC inspections

How will completing the DSPT help me with my CQC inspection?

- Completing the DSPT will help you demonstrate that you **meet CQC expectations**. In particular, question C3.3 from the Key Lines of Enquiry (KLOE) asks: "How are people assured that information about them is treated confidentially…?" Question W2.8 asks: "How does the service satisfy itself that it has robust arrangements… in line with data security standards?"

GDPR / Data Protection law

- Compliance with GDPR / Data Protections law ensures **protection of residents' and Staff's sensitive and personal data** (payment details, care plans, etc). GDPR introduced stronger penalties for data breaches. **Making sure policies comply with General Data Protection Regulation and registering with the Information Commissioners Office (ICO) should be a priority for all care establishments.**

Joining the ICO (Information Commissioners Office)

- If you handle personal data, you will need pay a fee to the ICO (£40-60). Paying the data protection fee is a **statutory requirement** and **every organisation** that processes personal information must pay it, unless they are exempt. **Failure to pay is a civil offence.** Registration with ICO is a requirement of DSPT

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How will the toolkit help you?

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You can use the DSPT as evidence for:

- CQC Key Lines of Enquiry (KLOEs)
- GDPR/ DPA 2018
- 10 Data Standards - NHS and council contracts

Builds trust

Keeps data safe

Reduces risk

Gives guidance

The DSPT opens up opportunities for **data sharing**:

1. Gain access to digital tools such as: **NHSmail**, **GP Connect** and **Summary Care Records.**

2. These digital products can save you and your staff time and improve the quality of care for the people you support.

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Questions are grouped under 4 headings

Question group
Staffing and roles
Policies and procedures
Data security
IT systems and devices

The DSPT journey

Use NHSmail

'Approaching Standards' DSPT

'Standards Met' DSPT

Where we want to be!

Be sure that your data is safe and protected

Register on the Toolkit

Complete the 27 priority questions and provide an action plan

Complete all 44 social care questions

Use more digital tools

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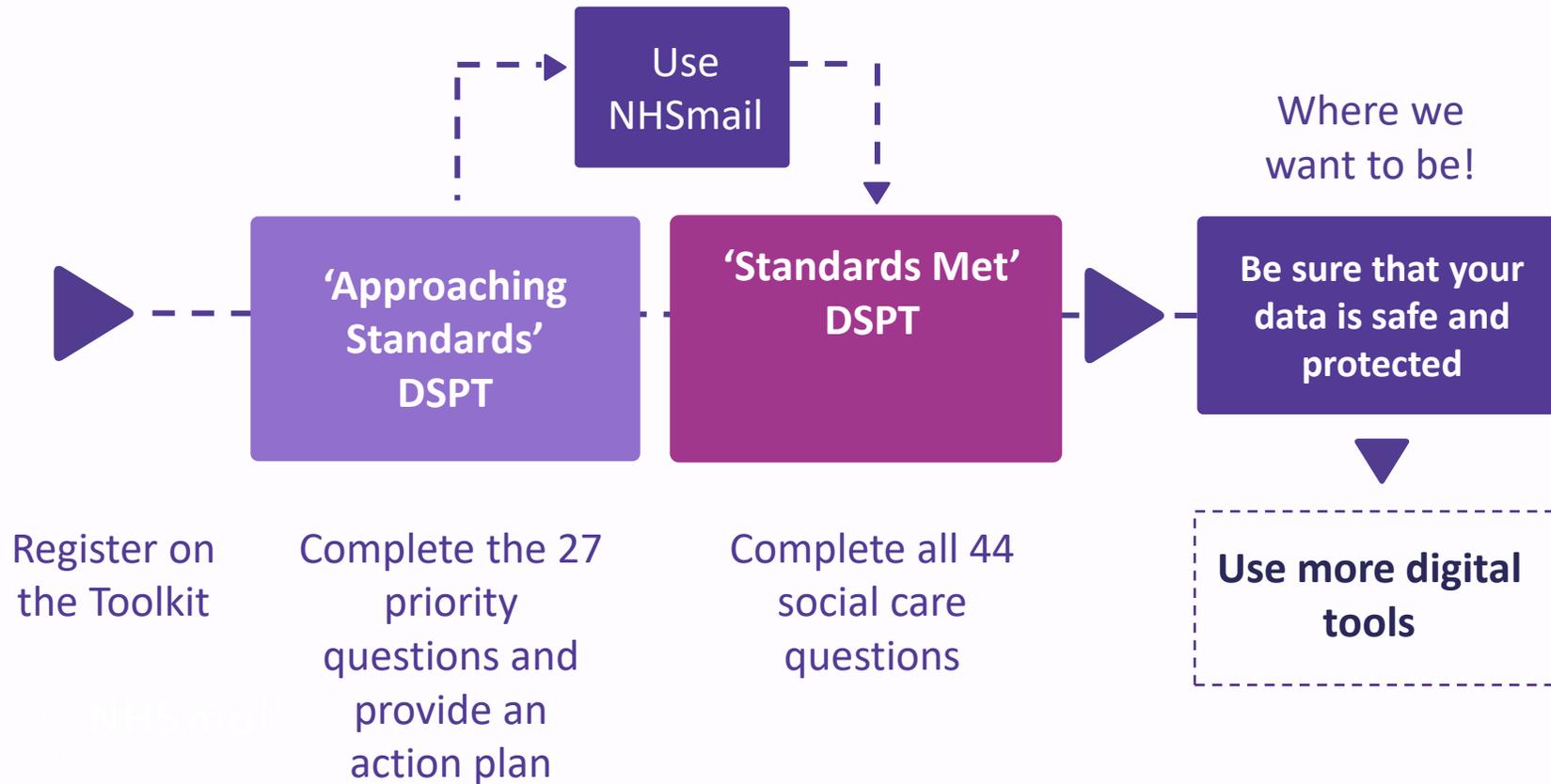
The benefits of NHSmail

Easier/Faster communications with the GP

Simpler process for ordering tests (blood/urine)

Enhanced prescription ordering process

Reliable digital discharge summary process

Reduce time spent on admin tasks

Increased collaboration over hospital admissions/appointments

Access to the NHS Directory

The benefits of Proxy Medications

For residential care homes:

- All information on prescription medications in one place
- Online medication ordering
- Access to GP systems – Can even add to GP notes

How we are supporting Providers

- Online webinars will be available for those totally new to DSPT / those with experience

- Support staff team member assigned to each Provider

- One to one support sessions will be set up after attending one webinar

- HCPA.info/data-protection – a website loaded with information about DSPT, plus templates and guidance

- DSPT "Ask me anything" email address – DataProtection@hcpa.co.uk

- DSPT support hotline – 01707 70 80 18 Open Monday to Friday 9am to 5pm plus voicemail service for out of hours enquiries

Next steps

Providers: Visit our webpage hcpa.info/data-protection / call or email the team

Stakeholders / Others: Email for more info DataProtetion@hcpa.co.uk

Secure email

Jack McDonough, Hertfordshire County Council

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Secure Email

- It is recommended that all care providers have secure email in place

- There are 3 types of secure email:
  - NHSmail (recommended)
  - NHSE Accredited
  - Sponsored (e.g. emails that end in .gov.uk)

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What is NHSmail

- Secure email server hosted by NHSE & D that is available to health and social care providers

- Nationally recognised system

- NHSmail means you can share and receive any confidential information (i.e. patient identifiable information) in a secure and encrypted way

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Why use secure email?

- Secure and encrypted, so you can share information without worry

- Easier/faster communications with GPs and NHS colleagues

- Simpler process for ordering tests (i.e. blood)

- Enhanced prescription ordering

- Reliable digital discharge summary process

- Access to NHS Directory – NHSmail only

Source: - https://www.digitalsocialcare.co.uk/wp-content/uploads/2020/03/NHSmail-benefits.png

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How to sign up for NHSmail – April 2021

- Covid19 fast track process –
  – Contact Jack.McDonough@hertfordshire.gov.uk
  – Need for DSPT status has been waived for providers until 30th June 2021
  – Your care home will have 2 individual user accounts and 1 shared mailbox dedicated to your site that both users can access

- From 1st July 2021, the National Registration Portal for care providers shall become live again and the fast track process will cease

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NHSmail FAQs

- I've forgotten my password. How do I reset it?
  - Follow the "Forgotten Password" link on https://portal.nhs.net and answer your security questions (created upon first login)
  - You will receive a text message with a OTP to reset your password
  - This process can also be used to unlock accounts that have previously been locked due to too many password attempts

- My account has been deactivated. How do I recover it?
  - It is vital that you access your NHSmail account on a regular basis and use it as your primary form of communication to prevent deactivation
  - You can reactivate your account by signing into it as usual (including your shared site mailbox)
  - If this does not work, then email care.admin@nhs.net for support

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NHSmail Shared Site Mailbox

- How do I open my shared mailbox?
  - When looking at your inbox, click on your name in the top-right corner, and then on "open another mailbox"
  - Enter your shared mailbox address and then click "Open"

- How many people should have access to the shared mailbox?
  - At least 2 people (1 owner, 1 member) need access to the shared mailbox to ensure that access is not lost if one person leaves the organisation or is locked out of their account

- How do I add more users to the shared mailbox?
  - Navigate to your profile on https://portal.nhs.net and then open "shared mailboxes"
  - Open the shared mailbox you want to add someone to, and click "Add" under "Users"

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Care Home Online Medication Ordering
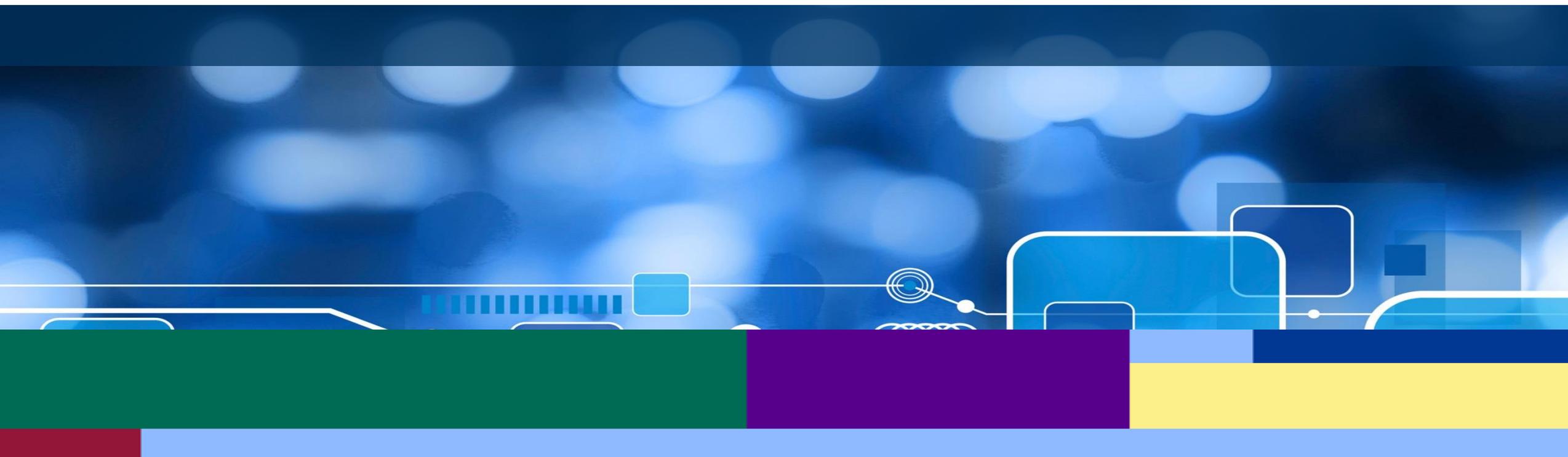
GP Online

Since 2005, GP practices in England have offered their patients access to a number of online services such as appointment booking & ordering medications online record access

This means things can be done when it suits the patient rather than only when the surgery is open.

Our project gives you the same convenience and efficiency when **ordering medication** for your residents, by granting you **proxy access**

What is Proxy Access?

- Care homes are becoming more digitally mature with the support of LTP and the EHCH programme to benefit residents and improve responsiveness and efficiency.

- Proxy Access will enable dedicated trained staff to order routine repeat medication for care home residents online via SystmOnline or Patient Access

- Time Saving for care home and GP practice

Benefits of Ordering via Proxy Access

Improved access – staff can order medication anytime of the day or night

Reduction in risks, errors and issues associated with ordering & collecting medications

Improved turnaround time for medication queries

See an audit trail of when things were ordered and processed

Improved clinical safety

Improved data security

Improved communications and working relationships between stakeholders

The Process

	Care Setting	GP Practice
Information Governance	Sign Data sharing agreement Inform residents & family	Sign Data sharing agreement
Documentation	Obtain signed consent from residents. (Where applicable) Complete application for proxy access for relevant care staff	
Technical setup of systems & access	Send forms to GP Practice request care staff setup Send consent forms to GP practice request	Setup care staff with proxy access login Setup resident record for proxy access
Live service	Request medication	Process request

Any questions?

For more information on Proxy Access please contact Liz Sample
Hblict.informatics@nhs.net Tel. 07769145831

Next steps

All Providers

- Review correct person in your organisation to complete the DSPT
- Book to attend DSPT workshop or set up 1:1 session with our team
- Contact - DataProtetion@hcpa.co.uk
- Support available till December 2021

Care Homes

- Check if you have secure email or NHS Mail if you need support Jack.McDonough@hertfordshire.gov.uk

- Express interest in Proxy Access via Hblict.informatics@nhs.net

Q&A