SFH Covid 19 Digital Project Updates

Working From Home

The problem
- In order to support individuals working from home, there has been an urgent requirement to purchase, build and deploy additional IT equipment for users at scale.

The solution
- Large quantities of kit have been procured including laptops, headsets and cameras designed to support staff working from home.
- A production line has been set up to image and build laptops on mass and a deployment process created to support users with help guides for use of the equipment.

Update
- An initial order of 60 laptops have been built and are due to be deployed to priority users. 350 laptops are arriving over the next 4 weeks from Dell and 41 MOD stock. A process has been established to determine the priority users and looking at how to support staff working from home.

Public Facing Digital Services 1 – ITU COVID Patient Communications

The Problem
- For patient safety and infection control reasons COVID19 patients are not allowed visitors. For those patients in ITU this can be really worrying and traumatic for their relatives. Staff in ITU want to help.

The Solution
- The public facing digital services (PFDS) solution is going to be utilised to enable communications from critical care to relatives of COVDI19 patients electronically.

Update
- The solution has been fully tested and has been in use in ITU since 22nd April 2020 with positive feedback. iPads have been used to take pictures of patient diaries and have been sent to relatives using a secure approach.

Public Facing Digital Services 2 – Patient Consultations

The Problem
- Patients still need to have consultations, but it is far safer if they do not attend the Hospital.

The Solution
- Additional phone lines had been made available to ensure telephone consultations can occur.
- Patient virtual consultations have been investigated. The Attend Anywhere solution is the preferred solution as it will align with the strategic PFDS solution and is secure.

Update
- Extra phone lines have been made available to ensure calls can continue for outpatient appointments.
- Investigation into Attend Anywhere has been completed and approval to roll this out to 3 pilot areas (Gastro, Paeds and Orthotics). The first pilot consultation will take place on 30 April in Orthotics, ensuring the solution is embedded to continue post the COVID-19 pandemic.

Public Facing Digital Services 3 – Patient Communications

The Problem
- Patients who are in hospital are unable to have visitors. For patients that don't have mobile smartphones this could be a very lonely time. Relatives and friends could find this a really stressful situation.

The Solution
- Provide ipads for patients to use to communicate with their friends and relatives whilst they are in hospital.

Update
- The solution (Zoom) that is to be utilised has been tested, and will be deployed for piloting to each ward by the end of April 2020.

SFH Covid 19 Digital Initatives

VPN Network

The problem
- A significant number of individuals needed to work from home, many of which had not previously used VPN.

The Solution
- Bulk creation of over 8000 user accounts from Active Directory so everyone had an account created. Users required to download BMS token with instructions provided on the NHIS customer portal and internet.

Update
- There have been a number of challenges with VPN. None of the challenges were in relation to Capacity. To support the traffic additional traffic like TEAMS have been routed directly out over the internet. A bug was also identified in the Firewall software. This has now been resolved and VPN stability has been much better.

VPN User Access

The problem
- Even though a bulk upload was conducted to create VPN accounts, there was still large volumes of users that required support for VPN, in particular where they haven't used it before.

The Solution
- A dedicated VPN line where calls that were coming into the service desk requiring VPN support has been set up. There are 17 individuals specifically looking after the VPN calls queue– this is in addition to the usual staff on the Service desk.
- A VPN Internet Facing Portal has been set up for users to use if they have VPN queries at https://remote.notts-his.nhs.uk

Update
- A separate VPN line was in place however demand for this level of support has reduced significantly this line is no longer required.

Nervecentre ED (E-Observations)

The problem
- Nervecentre E-Observations is not currently Live in ED within the Trust.

The solution
- Due to COVID 19 the current project had to be paused to address software changes to assist with the reporting of COVID 19 requirements for the Trust and since the surge has not been as expected recently the ED department are keen to implement. Therefore the project plan is being revised to accommodate a safe, timely implementation of E-Observations within SFH Emergency Department to assist with COVID19 pandemic.

Update
- ED staff have agreed to support with the clinical training. Currently planning to implement E-Observations with a go live of 11th May 2020.

Windows 10 Upgrade/Rollout

The problem
- There is a need to complete the roll out of Windows 10 by the end of March 2020.

The solution
- NHS Digital has now extended the timeline until the end of June. Excellent progress was made until resources were diverted onto building laptops. Only 664 devices (5.45%) across the full NHIS estate need to be upgraded.

Update
- Windows 10 upgrades will resume once we have capacity with technical resource to deploy. However, an assessment is being conducted to see if PC's can be built remotely, swapped out at site and then any remedial work conducted remotely without introducing too much risk to staff.

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Microsoft Teams

The problem
- Individuals needed to be able to work remotely very quickly and make the best use of technology including video consultations and remote messaging.

The solution
- NHS Digital have negotiated a deal with Microsoft and released TEAMS to all NHS.Net mail accounts. Meetings are taking place and being embraced as a new way of working.
- TEAMS structures have been set up to support remote working, in particular for staff that don't have corporate devices. A dedicated support line has been created and documentation provided on the NHIS portal.

Update
- Weekly TEAMS tips are being published to encourage users to get more out of the system. Testing has begun to deliver regular voice calls to TEAMS. Discussions with NHSD regarding this being a possibility with the NHSNet Version of TEAMS.

Video Conferencing Room Systems (Teams)

The problem
- To enable video conferencing facilities across identified areas of the Trust.

The solution
- Install full video conferencing facilities including screens and Communication Hubs in those identified areas of the Trust to enable TEAMS to be used for meetings.

Update
- Locations have been surveyed for space, network access and power supply. Kit has been ordered and delivered. So far 5 rooms have been completed – the Flow Room, Boardroom , Newark Training Room, ward 45 and Learning Hub A&B. The building and configuration process has begun and deployment is expected to commence this week subject to location readiness and availability. With the remaining rolling out over the coming weeks. Further review and discussions regarding the need for additional furniture are underway.

COWS (Computers On Wheels)

The problem
- There has been an increased demand for COW's (PC's on wheels) to support wards and other critical areas with mobile working and social distancing.

The solution
- 96 COW's purchased as part of the EPMA project will be delivered over the next 4 months. The COW's will be built and deployed to the areas that need them most urgently.

Update
- The first delivery of 20 COW's delivered on the 24 April are expected to be rolled out by the 30th April to Wards 23, 41,42, 43, 44, 53, 25, Maternity, ITU and ED. A plan is underway to determine where the next delivery of 20 COW's will be deployed.

Covid19 flag within Nervecentre, alongside resus status test results.

The problem
- Due to the nature of COVID 19 affecting mainly respiratory wards a request was received to use Nervecentre to help identify patients who have had a CV19 test and show results.

The solution
- The Digital Clinical Team worked together to develop a COVID 19 profile that identifies when a patient has had a test taken, results received, any further testing and whether the patient is suitable for Intensive Care Unit. A patient flag has been created to show a positive patient, which would stay on the patient record should they be readmitted

Update
- This has been successfully delivered and live since 20th March 2020.

SFH Covid 19 Digital Project Updates

SystmOne ED unit configuration

The problem
- ED needed to identify the patients in Red and Green Zones

The solution
- Configuration changes conducted so patients can be identified as being in red or green areas.

Update
- Implemented in SystmOne. Changes have now gone live and in use.

Winscribe Read Only access for Anaesthetics Dept.

The problem
- Anaesthetists need to be able to support patients who are under their care by having access to historical clinical letters.

The solution
- Winscribe Text is the data repository for all the clinic letters dictated and typed by each speciality. Providing read only access to Winscribe for all Anaesthetists.

Update
- Read only access has been given to all anaesthetists.

New National Discharge to assessment

The problem
- Under the current Covid 19 situation a national directive was issued regarding the discharge assessment information between secondary and social care. All Social Care referrals need to be sent to a single e-mail address, from here Health will triage them and allocate them to the correct Care Provider.

The solution
- The 'Covid referral form' was added to the KMH ED SystmOne Unit so the IDAT team could email it directly to the North Notts D2A account. Merge fields were used to populate the form using data captured in SystmOne. The form was then e-mailed to the North Notts D2A account.

Update
- Completed however this has created an additional Manual task for social care staff where as prior discharge assessments were sent direct to the Social care system 'Mosiac'.

Deploying Nervecentre into ICU

The problem
- ICU require access to Nervecentre functionality in order to request beds for patients

The solution
- The Nerve Centre Team worked with ICU to assist with greater visibility of a rapidly expanding department to address the COVID 19 pandemic. it was agreed to implement the board round part of Nervecentre, along with increasing the areas to house the covid patients. This also included identifying Red and Green zones. An ICU COVID Profile was created with extra relevant data areas specifically for the department to assist with patient care. All users have accounts, access and training, along with the loan of mobile large screen to help.

Update
- This was designed, created and delivered and has been in use since 3rd April.

SFH Covid 19 Digital Project Updates

Paperless in minors at Newark

The Problem
- To align processes across both ED departments during this window of opportunity while demand for the service is low.

The Solution
- To enable the SFHT ED Minors department at Newark to use SystmOne to capture the activity relating to the clinical interventions given to adults who attend the Minors department at Newark.

Update
- Initial discussions are underway and a meeting has been held to kick off the planning phase. Expected completion by the end of May 2020.

Cyber Security

- **The problem**
- Cyber Security has been a very hot topic recently with the National Cyber Security Centre (NCSC) sending out warnings as Covid style attacks are increasingly being used. Already one Czech hospital has been shutdown due to a Cyber- attacks.

The solution
- We continue to follow our usual protocols and closely monitoring the situation. Also recently a high priority CareCert was issued, this patch was quickly tested and applied.

Update
- Last weeks Hygiene Reports showed that desktop patching dropped by 1.48%. This is due to remote working.
- Critical CareCert patches are at 90.9% compared to last months 84.5%.
- NCSC issued an advisory on 9th April outlining COVID-19 misuse. We have seen a significant increase in Phishing e-mails and unfortunately users clicking on links increase Malware.

NHIS Customer Portal on Internet

The problem
- With increased number of remote workers, the Customer Portal provides helpful self service facilities and knowledge bases, but is only available internally or on a VPN connection.

The solution
- The Customer Portal was made accessible externally on the Internet.
- A security review was required to assess the risk of external access and a DPIA produced. Additional security was needed to prevent access to sensitive information.

Update
- The Customer Portal has been enhanced to detect external access and prompt for a username/password.
- The VPN facilities have been updated in line with infrastructure upgrades.

Patient flow of Children during the COVID19 pandemic

The problem
- The flow of children attending ED to be clinically assessed during the pandemic in an potentially unsafe environment.

The solution
- Working closely with, Consultant Paediatricians, the current Clinical Assessment Unit on Ward 25 expanded during ED attendance hours to Clinic 11. This ensured the Trust minimised patient safety of the children as much as possible. Ward 25's CAU department was reconfigured in a safer, timely way to mirror the patient flow for the department.

Update
- This has been live since 6th April and has worked well.