

# NETWORK

APRIL 2017

## NHIS Obtains ISO 27001 Certification

The Nottinghamshire Health Informatics Service (NHIS) are pleased to announce that they have formally gained ISO 27001:2013 certification following a successful audit.

ISO 27001 is an internationally recognised Information Security Management Standard. Gaining this certification demonstrates NHIS's continued commitment to the security of customer, employee and partners' information.

The benefits of ISO 27001 certification include:

- Proving NHIS keeps information secure
- Achieving operational excellence
- Minimising the risk of potential data security breaches
- Protecting the organisation's reputation
- Reducing errors and costs
- Increasing business opportunities.

To gain certification NHIS underwent an external assessment in March 2017 which looked at many areas including NHIS's internal audit process, security policies, data backup provision and supplier relationships.

Eddie Olla, Director of the Nottinghamshire Health Informatics Service said: "We have always taken information security very seriously. We are very proud to be able to provide our customers with an internationally recognised certification that visibly demonstrates this commitment.

"The audit process was extremely rigorous and we are pleased that the auditor recognised the good work carried out by NHIS daily."

In addition to the ISO certification, NHIS also gained Cyber Essentials certification in 2015 and 2016 proving the organisation offers a sound foundation to mitigate the risk of a cyber-attack.

To ensure continued compliance all ISO certified organisations are required to undergo annual surveillance audits. NHIS will be audited again in 2018 and 2019 providing ongoing assurance to customers and further demonstrating the organisation's commitment to information security.

Further information about the ISO 27001 standard can be found on the British Assessment Bureau's website.

## Electronic CGA brings benefits

Nottinghamshire Hospital clinicians, community clinicians and patients are all benefitting from an electronic Comprehensive Geriatric Assessment (CGA) developed and introduced by the Nottinghamshire Health Informatics Service (NHIS) at Sherwood Forest Hospitals NHS Foundation Trust (SFH).

The CGA is recognised as the gold standard for the management of frailty in older people and extensive research has shown that a hospital CGA increases a patient's independence and reduces mortality.

Traditionally the CGA has been completed on paper and then filed in the patient's notes, making it difficult to share the information across the hospital or with community staff. Geriatricians at the Trust were keen to record this information electronically to enable all of the benefits of the CGA to be realised.

NHIS Project Manager, Karen Mellors, led a project to create an electronic CGA form (eCGA) which could be easily shared with everyone involved in the patient's on-going care. A template was developed in TPP SystmOne which is used in the Trust's Emergency Department and is widely used across community and general practice in north Nottinghamshire.

The eCGA information can be found in the Tabbed/New Journal in SystmOne. The name of the clinician who completed the eCGA can also be viewed, allowing queries to be directed to the clinician.

The benefits of the eCGA are:

- Continuity of care,
- Avoidance of lost paper forms from records,
- Reduction of duplication in some elements of completion (name & other demographics),
- Opportunity to add to information in a two/three-way dialogue between primary, secondary and community care,
- Improved assessment information for A&E attenders
- Immediate access to the patient's medical information.
- Improved discharge - There will be the facility to view if any existing care packages are in place. If information is available, it will save time in phone calls and could hasten discharge as information will be to hand

Karen Mellors, Project Manager said: "From the initial meeting it was clear that an electronic version of the CGA would allow information to be shared easily with everyone involved in the patient's care, benefitting all professions.

"We replicated the existing paper form electronically and added drop down options and tick boxes where appropriate to standardise responses and make the form more user friendly.

"By creating the form in SystmOne information can now be shared with GPs and community staff, giving them the most up to date information for their patient."

## New and improved Customer Portal

The Nottinghamshire Health Informatics Service has launched a redesigned Customer Portal offering new features to support customers with their IT and telephone queries.

With a fresh new responsive design and enhanced search function the Customer Portal offers new functions requested by customers such as ordering VPN tokens for remote working and amending and deleting user accounts. The responsive design ensures that the Customer Portal looks great and works well on phones, tablets, laptops and PCs.

The features of the Customer Portal include:

- **Log a call** – a quicker way to contact our Service Desk for all non-urgent issues
- **View an existing call** – superusers are also able to view all the open calls for their team/department/practice
- **Password Unlock** – Windows passwords can be unlocked in seconds rather than calling the Service Desk.
- **Request, amend and delete accounts** - team leaders and managers are able to quickly and easily request, amend and delete accounts using the online forms in the portal
- **Improved Knowledge Base** - offers guides on a wide range of IT systems and information about large scale projects.
- **Book training** - browse the training prospectus and book IT training
- **Order equipment** – browse the range of mobile devices available or request a quote for other equipment
- **Remote working (VPN)** – Customers can now request a VPN token online
- **Service Desk call waiting times** – a dashboard displays the current call waiting times for each section of the Service Desk
- **Planned downtime** – view any planned maintenance work
- **System Status** – check the status of all IT systems
- **Unblock a website** – Complete an online form to request access to a blocked website

The Customer Portal offers more self-service options than ever before and can be accessed here <https://customerportal.notts-his.nhs.uk> so why not save the link to your internet favourites so it always just a click away.

## Training Accreditation

The Project Implementation and Training Team at the Nottinghamshire Health Informatics Service are celebrating after becoming the only NHS training provider in the local area to be awarded Silver Training Service Accreditation by NHS Digital.

An assessor from NHS Digital carried out a thorough review of the department before awarding them the silver accreditation.

The assessor felt that there are several areas where the training service has particular strengths and highlighted the following:

- A comprehensive training strategy for the service which has been created to align to customer's and organisational objectives and has been shared with a wide range of stakeholders including several at director level.
- A professional training brochure document which outlines the training provided by the service.
- Detailed standard operating procedures
- Training is piloted with representatives from relevant areas to test out processes as well as materials and delivery.
- The service actively focuses on trainer and team development. The trainers are observed and development points given to improve training delivery. This ensures training is delivered to a consistently high standard.
- The training team is made up of experienced trainers who have been supported by administrators and an apprentice. The team are given protected learning time for training and to develop knowledge.
- The Training Manager actively supports staff to develop within and outside the team, including funding to complete a digital degree programme and working with staff to develop a digital degree apprenticeship.



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Health Informatics Service  
Transforming care through technology