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Sent by email to all Vale of York member practices

17 March 2020

**IT update**

Apologies for the delay in providing this IT update to support Practices in managing flexible working arrangements around Covid-19. The national situation around Covid-19 is changing rapidly, and from an IT perspective we have the added complexity of managing a transition between GP IT support providers. Having said that, both eMBED and NECS staff have been extremely helpful and are working on a number of technical solutions to keep Practices working as best we can.

Our main objectives will be to support you in delivering remote consultations, and helping staff work flexibly from home with access to business/clinical systems.

I just wanted to quickly summarise some of the things that are going on in the background so that you are aware of what help is on the way.

* 400 additional laptops are being ordered for use across N Yorks & York – we’re looking at how these can be best deployed to support business continuity in Practices.
* Additional laptops that have been ordered for other purposes are being considered for business continuity in Practices – numbers to be confirmed.
* eMBED/NECS colleagues are looking at a possible bulk purchase of LogMeIn licenses – and a potential 3 month free of charge trial.
* NECS colleagues are looking into solutions to enable Practice staff to use NECS-provided laptops to work from home for both clinical system and admin access.
* eMBED colleagues are looking into solutions to support working from home with existing eMBED-provided kit which hasn’t yet been migrated onto the NECS network domains.
* NECS are in the final stages of testing a new VPN solution that will supersede the old N3 remote access tokens which are approaching end of life in August.
* You are probably aware that both EMIS and TPP have released video consultation platforms this week.
* We’ve previously circulated information re. how to sign up for Engage Consult to deliver online consultations.
* The CCG plans to purchase Attend Anywhere licenses to enable Practices to offer video consultations with waiting room functionality.
* Discussions are underway around funding accuRx for Practices to help with patient communications and video consultations.
* The CCG is also looking at how it can make best use of webex and Microsoft Teams to help coordinate meetings and business continuity planning across the system.

We are pushing really hard for eMBED and NECS to get technical solutions in place to support Practices this week – and will update Practices as this work progresses

If you have any other ideas which might be helpful, please let me know.

Best wishes.

Shaun

**Shaun Macey**

Head of Transformation and Delivery

Phone 01904 551 527

Email s.macey@nhs.net