NHS
Digital

COVID-19 NHS Digital Status Update

End of day 16th March 2020

Information and technology
for better health and care

NHSD COVID-19 Status Update, 16 Mar 2020
Solution Response & Data Headlines

NHS Digital

Solution Response Headlines (*Adapting Systems & Services To Meet Patient & Clinical Need***)**

Very **high levels of traffic to NHS Digital services**, with 111 online and NHS.UK being promoted as the digital face of the COVID-19 response. Key metrics from last week:

- 111 Online – peak day last week - 820k individual users, at the end of February average number of daily users was ~70k
- NHS.UK – 10% of total traffic since 01/01 materialised on 12/03 following PM announcement. 1.3M+ hits on each of 12th/13th March, vs <100k daily across February

111 Online

- Continued **rapid iteration around 111 Online**, with a series of short notice amendments to the service delivered in extremely fast timelines. These included:
    - Incorporation of new case definition – 05/03;
    - Detail capture for symptomatic patients and test request functionality – 07/03
    - Initial clinical algorithm to align with PM announcement of movement from Contain to Delay - 12/03
    - Announcements on 14 days full family isolation – 16/03
- 111 Online will continue to experience high levels of change volatility into w/c 16/03, with releases targeted for completion of clinical algorithm, patient data collection and integration with self-isolation note service

NHS.UK

- Short notice commission received to build a survey tool to capture details of clinicians returning to work to support COVID-19 response. Request received on 14/03 and will go live on 16/03.
- Continued high level of activity within NHS.UK to align content to evolving case definitions and in support of PHE public information campaigns. In addition, a patient facing Youtube video was scoped, filmed and released within 24 hours to address common FAQs (https://www.youtube.com/watch?v=QV_UnPl8qMA)

NHS App

- Solution for printing of 'self-isolation notes' for self-isolating patients has been agreed with DWP, NHSX and DH. Implementation date targeted for 20/03/2020, with integration into the 111 online patient journey.

NHS Login

- We are working to accelerate integration of new products, particularly remote consultation systems, with NHS Login, to enable accelerated and safe authentication of citizens onto these new systems.

Primary Care

- Accelerated integration of new GP IT systems - we are working with new Digital First GP IT suppliers (eg: PushDoctor) to fast-track their ability to support read and write to patient records.
- Making EMIS & TPP available remotely to clinicians and practice staff = Recognising that more GPs will need to work remotely, we are working with the major GP IT systems suppliers to enable remote access through centrally-provided laptops and tablets, with appropriate authentication systems
- Streamlining authentication processes for GPs - We are working to provide a central software-based authentication system to eliminate the need for every remote GP to have their smartcard authenticated by a Registration Authority, to enable rapid deployment of a large new cohort of GPs.

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Solution Response Headlines (*Adapting Systems & Services To Meet Patient & Clinical Need*)

Summary Care Record

- We have delivered two new flags on the summary care record (now live); 'Covid Vulnerable' and 'Covid Positive'

Contact Tracking

- We are preparing to support delivery of NHSX's new contact-tracking App, currently in design

Microsoft Teams

- We have negotiated provision with MSFT for deployment of Teams licences across the system to support remote working and intra-system collaboration. We're deploying this within NHS Mail now and expect it to be available to all NHS Mail users by mid-week, for 3 months. Non-NHS Mail users can access licences direct from MSFT for self-set-up, under the terms of the agreement.

Data Headlines (*Improve Response Impact Through Insight*)

- **Identification of vulnerable individuals** – Our clinical and data teams have worked with partners across the system to develop a sophisticated algorithm for the identification of the individuals most vulnerable to Covid19. The proposed algorithm (V1) has been accepted by the CMO and senior clinicians across the UK. The list of individuals identified will now be communicated to GPs for validation, allowing subsequent direct communication and guidance to these individuals via text and letter, which will be delivered by BSA.

- **Analytics platform** - We are supporting NHSX through the delivery of a new data platform to support new data investigations which NHSX are currently shaping with partners from Faculty and Palantir.

- **Sitrep reporting** - We are working with NHSE to deliver enhanced SitRep reporting from across the system, through a number of new data collections as well as enhancements to existing collections. We have established new data liaison teams, in partnership with PHE, to accelerate collection of new data.

- **Supporting ONS** - We are supporting ONS in their development of new analyses into the health and societal impact of Covid, through the delivery of various data sets and platform access.

- **Data Dissemination to peer ALBs** - We are fast-tracking numerous data dissemination requests to support peer ALBs (esp PHE) and to support research communities working on Covid19.

- **New Information Governance provisions** - We have agreed with colleagues in DHSC, NHSX, ICO and others, a set of new provisions for data collection, processing and dissemination in support of Covid19 work. We have drafted two new Covid19 Directions and a notice which will be issued by the Secretary of State under the Control of Patient Information Regulations 2002 (COPI).

Organisational Readiness & Wellbeing
Ensuring NHSD functions effectively through outbreak

- **Guidance** – our CMO is communicating directly to staff by letter on a regular basis, to keep them appraised of the situation, and reiterate how they can best protect themselves and their families and communities
- **Remote working** – in alignment with PM guidance on 16/03, we have moved immediately towards implementation of Skeletal Staff Rotas, with the goal of ensuring we have staff on site where needed in areas that are essential to critical national service delivery or our Covid19 response, but keeping people working from home as much as possible
- **Technical Services for Remote working** – we have made provisions to ensure that all our staff can work from home: every staff member has the right equipment, access and guidance and we are bolstering our phone support capacity. We are encouraging greater use of MSFT Teams and providing training packages to help staff accelerate their proficiency with the environment to facilitate productive remote teamworking
- **Wellness** – we have a tracking mechanism now in place to identify employees who are self-isolating and to better support employee safety. We have a dedicated HR helpline in place for Covid19 concerns
- **Facilities** – we have banned all guests at all offices with effect from 17/03. We have dramatically increased cleaning and supplies of anti-bacterial products
- **Procurement** – we have developed protocols, supported by legal advice, to support emergency procurement activity
- **Business continuity planning** – business continuity plans have been updated across the organisation, with a focus on ensuring that all critical services can be operated remotely, there are no single points of failure and there is a clear view of which services will be deprioritised in the event of a reduced workforce.
- ***In all other areas (eg: travel protocol) we are aligning as closely as possible to government and NHS guidance***

Communications:
### *Ensuring colleagues and stakeholders are informed*

- **External** – our external comms and media teams are closely engaged with external stakeholders to provide insight, key information and guidance, and promoting Covid19-strategic products and services. We are working to ensure we have early sight of messages which may impact digital services.

- **Internal** – comms strategy in place and briefing packs released for senior leadership comms cascades.
  - SLC briefing at 15.30 on Mon 16/03 messages from Jonathan Benger, Dermot Ryan & Ben Davison.
  - Internal readiness weekly video briefings to be delivered by Nic Fox w/c 16/03/2020

Org Health Status:
Reporting on the health and wellbeing of our staff

- Tracking established for colleagues reporting absence due to COVID-19 – confirmed cases, precautionary isolation & caring for others with confirmed cases

- 59 employees & 5 contractors on COVID-19 leave – no confirmed cases at COB 16/03

	Isolating 59	Caring 2	Confirmed 0
Corporate Services	16	1	
DIS	7		
Live Services	4		
Platforms	17		
Product Development	12		
SP&G	3	1	
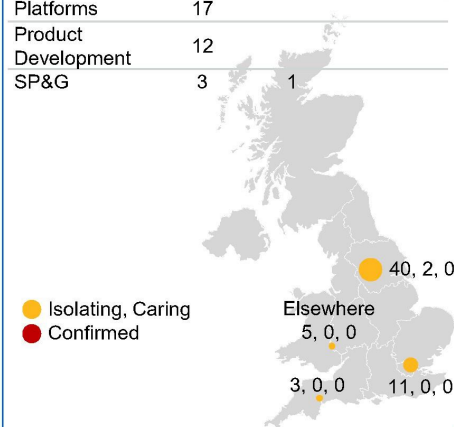
🟡 Isolating, Caring
🔴 Confirmed

40, 2, 0

Elsewhere
5, 0, 0

3, 0, 0   11, 0, 0

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111 volumes & performance (9 - 15 Mar)

- 111 online sessions have dropped from peak (~800k) which was reached at end of last week around gov. move to 'delay'

111 online sessions by content type

Legend: Coronavirus only | Coronavirus & 111 triage | 111 triage only | No content selected
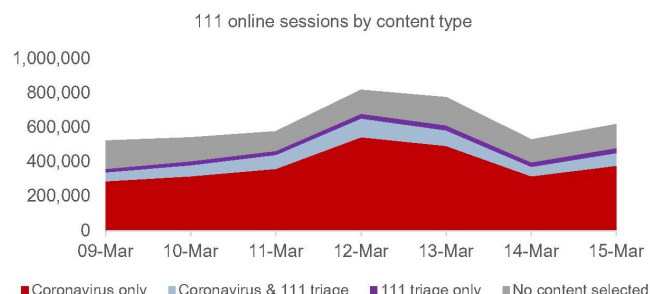
- Average response time across all 111 online pages has stayed stable over this same period[1]
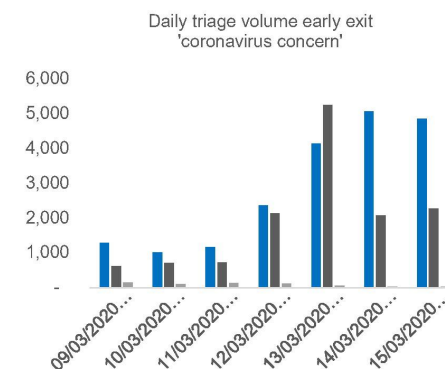
Speed - average response time (ms, during peak hour)

NHS.UK volume & performance (9 - 15 Mar)

- Visits to the coronavirus page peaked at 1.3M+ on 12/03

COVID-19 NHS.uk visits per day — Non-UK visits / UK visits

NHS app (1 - 14 Mar)

- NHS app downloads peaked in early March (~10k/day) and have declined since

NHS app downloads — Registrations, Downloads:apple, Downloads:google, Total downloads
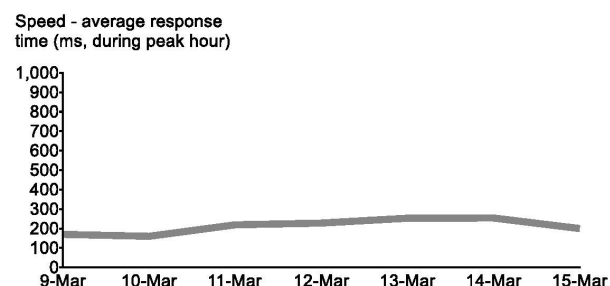
NHS pathways triage volume (9 Mar – 15 Mar)

Daily triage volume early exit 'coronavirus concern'
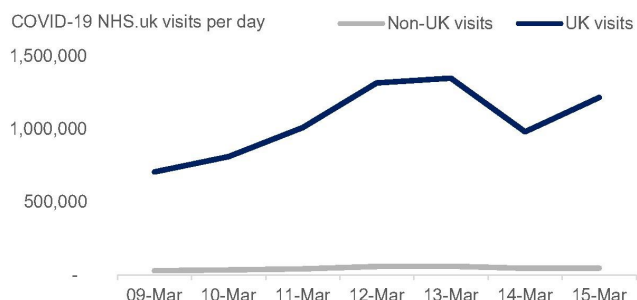
Legend: 111 with clinical assessment | 111 triage closures, able to manage symptoms at home with advice | 111 triage closure (testing only, no symptoms)

- Pathways on telephony working to reduce and control clinical assessment volumes
- 111 with clinical assessment has been rising, peaked on 14/03 at ~5k and has remained high
- 111 triage closures with home symptoms spiked on 13/03 but has dropped back down to ~2k/day
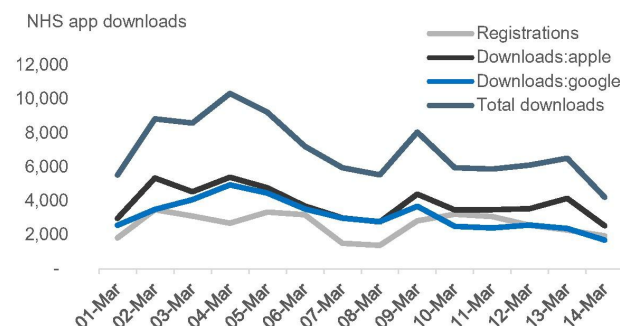
Note: [1] <1s considered an acceptable response time

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NHSD COVID-19 Status Update, w/c 16 Mar 2020
Roadmap (1/2): Solution Response & Data

NHS Digital

	Workstream	Owner	M16	T17	W18	Th19	F20	Sa21	Su22	M23	T24	W25	Th26	F27	Sa28	Su29
Solution Response	111 Online	NR			▲ Clinical algorithm completed		▲ Isolation notice integration					▲ Vulnerable patient group self-assessment released				
	Pathways		▲ Clinical algorithm for 'delay' ready													
	NHS.UK		△ Back to Work clinicians survey		▲ Banners – view of real estate & content / △ Review distribution of NHS.UK contents through whatsapp / ▲ How to access health services remotely											
	NHS App					▲ COVID-19 isolation notice service (fit notes)										
	Platforms	Andrew Meyer	▲ COVID status and vulnerability risk scores drafted													
	Performance & Resilience	NR	▲ Performance action plan drafted													
	NHS Login	Melissa Ruscoe			▲ NHS login support for NHS identiy		▲ Comm. Requirements for integration partners / ▲ Integration support and prioritisation of systems									▲ Onboard add'l ID checkers for verification
Data	Vulnerable Groups	Jem Rashbass / Richard I.	▲ Segmentation of VHR (very high risk) vs. HR (high risk) groups													
	Analytics Infrastructure	Tim Gentry	▲ Options assessment for NSHX complete					*Backlog generation underway*								
	COVID-19 Hospital Admissions Dataset	Richard I.														

Today

▲ NHSD led solutions
△ NHSD support for solutions led outside NHSD

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Workstream	Owner	M16	T17	W18	Th19	F20	Sa21	Su22	M23	T24	W25	Th26	F27	Sa28	Su29

Org Readiness & Wellbeing

Workstream	Owner		
Staff Wellbeing & Org Health	Julie Pinder	▲ Initial wellbeing report (M16)	▲ Refresh of internal FAQs (F20)
Technical services (Internal ICT)	Dermot Ryan	Deploy all technology for remote working (laptops) ▲ (F20)	
Facilities and Estates	Carl Vincent / [NR]	Assess facilities stock level (soap, hand sanitiser, etc.) and develop refresh plan ▲ (F20)	
Workforce Planning Coordination	Julie Pinder / Ian Lowry	Update approach to identify and review staff allocation ▲ (F20)	
Finance	Carl Vincent	Comms to directorates on financial mgmt related to Covid-19 ▲ (F20)	Assess add'l costs pre-financial year end ▲ (F27)
BCP Readiness & Coordination	Neil Bennett & [NR]		

Comms

Workstream	Owner		
Internal Comms	[NR]	▲▲▲ Staff thank you; MS Teams launch article; SLC briefing (M16)	▲ Board update (W18) ▲ NHS digital weekly (F20) — NHS digital weekly ▲ (F27)
External Comms	[NR]	*Ongoing discussion to agree comms dates external parties - Fitnotes, BBC online enquiry, MS Teams to NHSmail users*	

Today

▲ NHSD led solutions
△ NHSD support for solutions led outside NHSD

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COVID-19 Organisation & Command Structure

@ 16 March 2020

Leadership & Command Structure

Gold Command
Sarah Wilkinson, Jonathan Benger, Jem Rashbass,
NR

Silver Command
Gold Command
Workstream Leads
Supporting Function Leads
Other Key Execs (Jackie Gray, Julie Pinder, Carl Vincent,
James Hawkins, NR , Dermot Ryan)

Supporting Functions

IG & Dissemination Requests Garry Coleman	Live Services Neil Bennett
Cyber Security NR	

Workstreams

Programme Mgmt

Programme Mgmt Lead
NR
Deputy: TBD

Workstream Support
NR + 2 tbc

Status Reporting
2x tbc

Programme Mgmnt Support
Soln. response: NR
Org. Response: NR
Data Response: tbc

Solution Response

Solution Response Lead
Ian Phoenix
Deputy: Tim Magor

Product Owner
NR

111 Online NR	NHS.UK NR
Pathways NR	NHS App NR
Primary Care + Vendors Richard Alcock	Platforms Andrew Meyer
Content Lead Robert Cleary	Clinical Lead NR

Data Response

Data Response Lead
Jem Rashbass
Deputy: Richard Irvine

Major Platforms, Flows & Analytics
Jem Rashbass

Org. Readiness & Wellbeing

Org Readiness & Wellbeing Lead
Nic Fox
Deputy: Julie Pinder

Facilities & Estates
NR

Technical Services
Dermot Ryan

Commercial
Nic Fox

Workforce & Staff Wellbeing
Julie Pinder

Finance
Carl Vincent

Comms

Comms Lead
Matt Bacon
Deputy: NR

Internal Comms
NR

External Comms
NR

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Command Structures & Purpose

Command	Objective	Agenda	Membership	Frequency	Inputs
Gold	Strategic Overview & Decision Making	1) Review overall progress and situation from a strategic perspective 2) Review and approve stakeholder and board reports	Sarah Wilkinson Jonathan Benger Jem Rashbass Ben Davison	Monday, Thursday Ad hoc as required.	Daily reports Board report External stakeholder report
Silver	Co-ordination, Communication & Alignment	1) Clinical update – CMO 2) Action update – PMO 3) Workstream updates – Workstream Leads 4) AOB NB: this will be a large meeting, so must be focused on Book of Work updates – i.e. new items, updates on deliverables	Gold Command Workstream Leads Supporting Function Leads Other Key Execs (*Jackie Gray, Julie Pinder, Carl Vincent, James Hawkins,* [NR] *Dermot Ryan*)	Daily, 9am.	Updated Book of Work from Programme Office
Bronze (workstream)	Detailed discussion & decision making at workstream level	1) Action update 2) Book of work updates	Workstream Lead Workstream Members	Daily, as designated by workstream lead	Updated Book of Work

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