

NHS Digital COVID-19 Gold Report

29 July, 2020

Information and technology
for better health and care

NHS Digital COVID-19 Gold Report – 29 July, 2020

Overview of initiatives in Phase 1 of NHS Digital's COVID-19 program



☒ Major milestone reported in this update
 ☐ Work ongoing
☒ Significant milestone reported in this update
 ☐ Work complete

COVID-19 Strategic focus areas

- Provide digital channels for citizen guidance and triage (p.3)
- Enable remote and collaborative care with systems and data (p.4)
- Deliver digital services for NHS Test and Trace (p.5-6)
- Identify and protect vulnerable citizens (p.7)
- Support planning with data, analysis and dashboards (p.8)
- Get data and insights to research communities (p.9)
- Support clinical trials (p.9)
- Provide secure infrastructure and support additional capacity (p.10)
- Plan for recovery, restarting services and new needs

Initiatives NHS Digital is delivering

111 Online: eTriage and routing of patients to most appropriate care	NHS App: mobile access to eTriage and GP bookings, tests & prescriptions	NHS.UK: up-to-date health information and various digital services for citizens	NHS Login: secure identity verification for access to App and other NHS services	NHS Pathways: triage algorithms underpinning 111 online & call centres	Self-Isolation Notes: digital service to self-certify for COVID-19 if evidence required
Summary Care Record: augmentation for COVID-response	GP Connect: information sharing across primary and urgent care	Electronic Prescription Service (EPS): pharmacy flex and add drugs	Video-consultations for Primary Care: assurance and rollout to >90% of practices	Video Consultations for Outpatients: rollout/implementation support to NHSE	Remote COVID Wards: monitoring high risk patients in their homes
Digital platform for booking tests at new COVID-19 labs	Testing data capture, analysis and dissemination	Cyber Defence Operations Centre: security services for Test, Trace & Contain	Service Design: targeted reviews to ensure coherence across Test & Trace	Service Operations: ensuring performant & secure operation of testing infrastructure	Trace: digital infrastructure for contact tracing
Shielded Patient List (SPL): developed & maintaining list of vulnerable patients	SPL Open Data: providing open data / visualisation of aggregated data	Vulnerable children: support safeguarding by sharing data with nurses, health visitors	SPL Data for Public Health: private dashboards to facilitate planning	Mental Health Survey: impact of COVID-19 on children and young people	Risk Stratification: platform to determine COVID-19 risk profiles
ICU Capacity Planning Tool: new predictive models for beds & ventilators	Ethnicity Outcomes Analysis: analysis to investigate high BAME fatalities	Diabetic risk factors: linking data from national audit to support analysis	Social Care Data Collection from Care Management Systems	Situation Reports: collecting data on COVID-19 patients and staff impacts	REACT1: data for community prevalence testing (antigen testing)
Trusted Research Environment for SAGE: with NIHR/HDR UK	Central Disseminator of GP Data for research and planning	NICOR: analysis for cardiovascular status / outcomes and COVID-19	Data Access Environment for PHE: accelerating epidemiology		Secondary Care Medicines Data: collection of medicines data
Plasma Trial: identification of eligible (recovered COVID-19) patients	RECOVERY Trial: Hospital and testing data for evaluating treatments	PRINCIPLE Trial: primary outcome data for trial focused on older people	Permission to Contact: collecting data for recruitment into clinical trials		Cancer: linking data and performing analysis to support planning & research
Connectivity: network upgrades and extensions within NHS and social care	Nightingale Hospitals: connectivity, technical / cyber	Fast and secure authentication: smartcards/readers, virtual smartcards	Returning Staff: advice and technical support for onboarding	NHS Mail for health and social care: rollout to social care and other new users	HOSTED: monitoring of anonymised household transmission
"Healthcare debt" analysing activity, referrals & outcomes				Other infrastructure and cyber support: e.g. Laptops, cyber plans	Microsoft Teams Deployment: deployment to 1.2m NHS Mail users



Provide Digital Channels for Citizen Guidance and Triage

NHS Digital COVID-19 Response – 29 July, 2020



Providing digital channels for citizens to access information and guidance, self-manage and be routed to the most appropriate care, minimising contact and reducing the burden on clinical staff

Services	Focus area	Deliveries and impact
111 First	Appointment booking from 111 to Emergency Departments	<ul style="list-style-type: none"> Mobilised new workstream to support NHS England's '111 First' initiative. The aim is to develop pathways that safely and effectively direct non-urgent patients away from emergency departments and into other care settings NHS Digital is scoping the delivery of 12 digital enablers. Solution options have been defined to enable patients to book into emergency departments from 111 telephony and 111 online services.
NHS.UK	Updated Guidance	<ul style="list-style-type: none"> Revised layout of the nhs.uk/coronavirus hub to help patients easily navigate to testing services and enrolment in vaccine research. The coronavirus hub page remains an important digital channel for citizens with 11.9m visits since launch on May 18
	Social Media	<ul style="list-style-type: none"> Delivered multiple COVID-19 education and awareness campaigns on NHS-branded social media channels, in support of NHS England, Public Health England and UK Government Campaigns have provided public advice on social distancing, wearing of face masks, shielding, accessing testing services, and self isolation Continued to reach a large audience across all social media channels with 25m Facebook impressions, 11m Twitter impressions and 1.4m views on YouTube over the last 4 weeks
	Content Syndication	<ul style="list-style-type: none"> Continued to provide clinically-assured COVID-19 content for public use through the Coronavirus Content Toolkit. The toolkit is used by over 300 organisations, including the BBC, Mumsnet, City Health Care Partnership, and the Care Quality Commission

The Coronavirus Content Toolkit is being used by over 300 organisations to provide clinically-assured COVID-19 content for use on their websites and applications

NHS content you can use or adapt

You can use or adapt any of the content included below.

All our content is based on official guidance. It has been adapted by our content team and approved by clinicians.

Symptoms

Content on the main symptoms of coronavirus.

Self-isolation

Content on self-isolation for people with symptoms of coronavirus.

Getting tested

Content on getting a test to check for coronavirus.

Self-care

Content on how to treat symptoms of coronavirus at home.

Prevention (social distancing)

Content on how to avoid getting or spreading coronavirus.

<https://developer.api.nhs.uk/coronavirus/content-toolkit>

Enable Remote and Collaborative Care NHS Digital COVID-19 Response – 29 July, 2020

Making data and systems available to enable remote and collaborative working by health and care staff, minimising transmission and managing strained capacity (e.g. with practices closed or staff unwell)

Services	Focus area	Deliveries and impact
Summary Care Record (SCR)	Access to additional patient information	<ul style="list-style-type: none"> The upload of additional information from GP records into the Summary Care Record is now 97% complete with information including long-term conditions, medication and care plans available at point of care for 54 million patients. Uploads for GP practices using Vision (remaining 3% of records) are expected to complete by early September SCR additional information has been viewed ~1.1m times by authorised users since 24 April
VDI to support 'Bring your own device' BYOD	Primary Care	<ul style="list-style-type: none"> Delivered proof of concept for a virtual desktop image (VDI) on 21 July that allows primary care staff to work remotely on their own devices (BYOD). The solution provides access to EMIS Web, TPP SystemOne, Vision, Docman 10, AccuRx Chain, Microsoft Office, Microsoft Teams, Adobe Acrobat, Internet Explorer and Chrome, with work underway to include Adastra The VDI solution is ready to deploy for Windows users with final testing underway for Apple devices Initial solution has capacity for 500 users and can be upgraded to 5000 users subject to funding
Remote Digital Care	COVID-19 Virtual Wards	<ul style="list-style-type: none"> NHS Digital is supporting the pilot of 'COVID-19 Virtual Wards' in London, Slough and South Tees. The pilot will evaluate whether outcomes are impacted by proactively monitoring patients' oxygen levels in their homes (including residential and care homes) Detailed design underway for the data capture and analysis in conjunction with Imperial College London
Vaccination	Flu Vaccination	<ul style="list-style-type: none"> Provided recommendations for design of digital infrastructure to support rapid scale-up of flu vaccination. The target cohort includes everyone over the age of 50, pregnant women, 2-3 year olds, vulnerable individuals on the Shielded Patients List, and NHS and care home staff NHS Digital's proposal defines solutions for cohort identification, support for GP and pharmacy administration of vaccines, patient booking, vaccination tracking, and integrating data flows The proposed design leverages NHS Digital's existing capabilities in childhood vaccinations, screening, test and trace, and identifying and protecting vulnerable citizens, and seeks to create new assets that are reusable for screening

Adoption of the assumed consent model for the SCR AI is positively impacting care provision

"This has completely changed how I approach patients, and rather than going in blind, we can now make reasonable decisions on a care plan for a lot of these patients"

Paramedic

"I view SCR as a tool to help in all stages of the patient journey, for example, if I know that the patient I am seeing based on the SCR has autism, I will approach them differently, if the SCR shows that patient is illiterate, or has language problems, I will approach them differently."

Consultant in Emergency Medicine

"I'm so grateful we've got it in place, and I know it makes such an impact on our timescales and our staff really appreciate it"

Care Home Manager



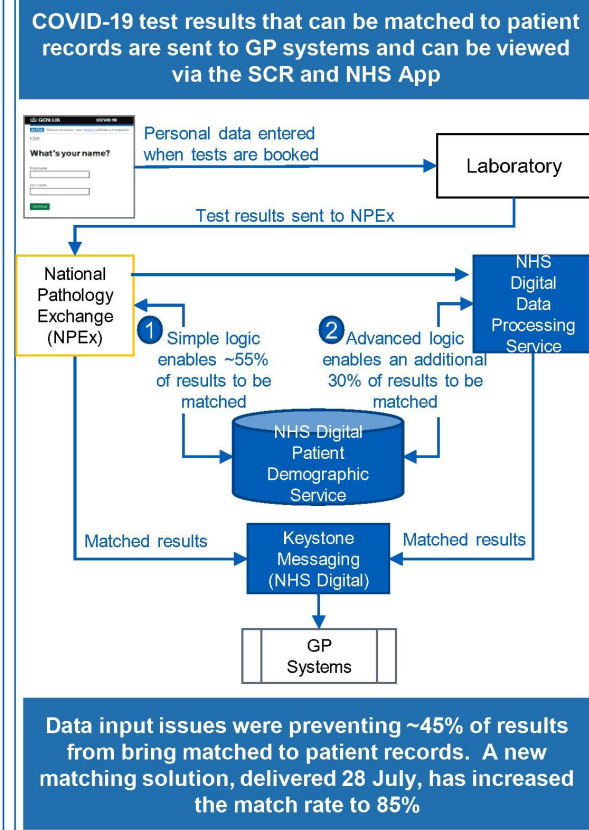
Deliver Digital Services for NHS Test and Trace

NHS Digital COVID-19 Response – 29 July, 2020 (1 of 2)



NHS Digital is the digital delivery partner for NHS Test and Trace ensuring robust, scalable and secure services through provision of digital infrastructure, live service operations, cyber security services and service design expertise

Services	Focus area	Deliveries and impact
Digital Platform for Testing	Antigen Testing (Pillar 2)	<ul style="list-style-type: none">Continued to deliver improvements to the antigen testing service including capturing additional patient information for asymptomatic testing (i.e. occupation, employer), enabling home-testing kits to be easily returned via post boxes (minimising reliance on couriers), and upgrades to the core platform that improve resilience and user experienceOptimised software development team to enable continuous release capability to support mass testing for organisations (e.g. care homes, prisons), scaling capacity to support 800k tests per day, and testing patients ahead of elective care
	Antibody Testing (Pillar 3)	<ul style="list-style-type: none">Deployed digital infrastructure for out-of-hospital antibody testing (Industry ELISA) on 24 July. Operational launch tentatively scheduled for w/c 24 August, subject to resolution of open policy questions and completion of commercial negotiations
	Sending Test Results to GP Systems	<ul style="list-style-type: none">1.9m patient COVID-19 test results have been sent to GP systems since 12 JuneIssues with data quality have prevented ~850k test results from being matched to the patient's NHS number and sent to GP systems.An advanced matching solution will be deployed by 27 July. This is forecast to enable ~85% of test results to be automatically sent to GP systems (currently ~55%). This advanced matching logic will be applied to the backlog of unmatched test results and results that can be matched will be sent to GP systemsIt is expected that legacy data quality issues will prevent ~250k results from being automatically matched to patient records. These will be assessed to determine what additional remediation could be performed
Service Operations	Test and Contain	<ul style="list-style-type: none">Continued to provide incident management for NHS Test and Trace. The number of high severity incidents has decreased through focus on improving testing processes and control over new releasesInitiated build-out of strategic IT Operations Centre (ITOC) that will deliver proactive end-to-end monitoring for all test and contain services. Delivery team is mobilised and key resources are being onboarded to enable service design to be undertaken in August





Deliver Digital Services for NHS Test and Trace

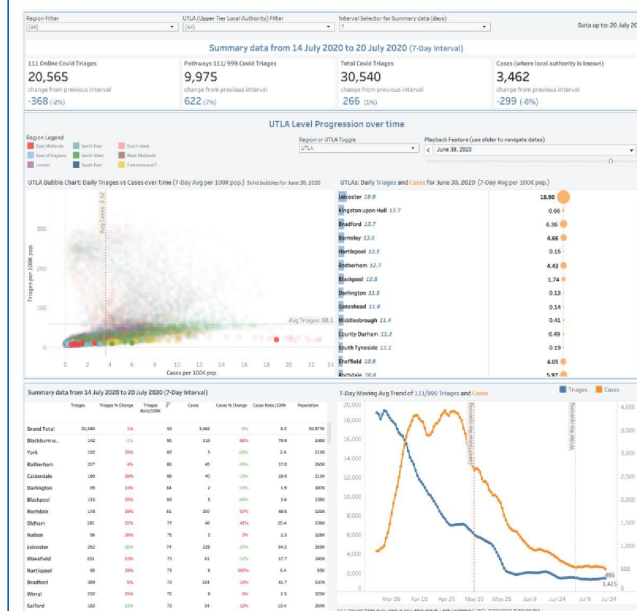
NHS Digital COVID-19 Response – 29 July, 2020 (2 of 2)



NHS Digital is the digital delivery partner for NHS Test and Trace, ensuring robust, scalable and secure services through provision of digital infrastructure, live service operations, cyber security services and service design expertise

Services	Focus area	Deliveries and impact
Trace	Systems for Trace	<ul style="list-style-type: none"> The Trace Steering Group has agreed NHS Digital's proposal to procure an implementation partner and 3rd party solution for the strategic Tracing service NHS Digital has defined the requirements for the service and a procurement was launched on 24 July with a target to award the contract by 31 August Dependent on successful procurement, the aim is to complete configuration and integration of the strategic solution by mid-October with a soft launch in November The Trace Steering Group has also requested that NHS Digital develop detailed proposals for build of an in-house system, reusing components wherever possible, to ensure a robust solution is in place by the autumn. Work is underway to develop options for the in-house build In parallel, to minimise risk, work continues to uplift, enhance and strengthen capabilities of existing systems, CTAS and Synergy (owned by PHE)
Contain	Dashboards for Public and Local Government	<ul style="list-style-type: none"> Launched a public-facing 'Progression' dashboard on 03 July showing the number of positive COVID-19 cases confirmed by a lab test with the numbers of patients triaged for COVID-19 by 111 and 111 online, broken out by Local Authority (see graphic) Delivered Release 2 of the private 'Contain' dashboard to support local outbreak planning on 06 July for ~1000 authorised users (including Local Authorities, CCGs, PHE and central government) to show number of tests completed per 100k population and number of positive COVID-19 tests at Lower Level Super Output Area (LSOA) Delivered Release 3 of the 'Contain' private dashboard on 21 July to provide visibility of the data down to a postcode level. Two factor authentication was introduced as part of release 3 to enhance authentication of users and protect the service
Cyber	Cyber Defence Operations Centre (CDOC)	<ul style="list-style-type: none"> NHS Digital continues to build out the security services offering for NHS Test and Trace with onboarding of services continuing at pace. Threat intelligence, incident management and protective monitoring is now in place across a number of the key components

The interactive "Progression" dashboard shows trends in coronavirus triage data and coronavirus cases for each Upper Tier Local Authority (UTLA) in England



Dashboards can be accessed via <https://digital.nhs.uk/dashboards/progression>



Identify and Protect Vulnerable Citizens

NHS Digital COVID-19 Response – 29 July, 2020



Identifying and protecting vulnerable citizens, to ensure that they can be shielded or receive additional support

Services	Focus area	Deliveries and impact
Shielded Patient List (SPL)	Identifying vulnerable citizens	<ul style="list-style-type: none"> The Shielded Patient List (SPL) identifies patients judged to be at the highest risk from COVID-19, based on criteria set by the Chief Medical Officer for England. NHS Digital continues to issue weekly iterations of the SPL with the list size remaining at ~2.2m patients over the last 4 weeks. The latest version, SPL 16, included data held in the prison health IT system for the first time and identified ~900 additional patients requiring support Following a HM Government review, the scheme will be paused nationally from 01 August. NHS Digital will continue to maintain the Shielded Patient List and provide support for any future local outbreak responses
	Data Visualisation	<ul style="list-style-type: none"> Introduced additional granularity into the interactive, public dashboards and open data from the SPL to provide information on condition groups (e.g. pregnant with significant heart disease) on 16 July Delivered a report and open data on 21 July to show trends in healthcare activity, mortality rates and positive COVID-19 test results for a subset of individuals on the SPL compared to an age-matched cohort of the general population. This work does not evaluate the impact of shielding but has been provided to DHSC to support their review of the Shielding Programme. The report and data can be accessed via https://digital.nhs.uk/data-and-information/publications/statistical/mi-tracking-healthcare-activity-and-outcomes-for-shielded-patients-england/latest/content
	Guidance for shielding patients	<ul style="list-style-type: none"> Worked with the Royal College of Paediatrics and Child Health on implementing guidance for children in the SPL. The national algorithm will act a second line of defence for patients who will always be considered high risk
Risk Stratification	Mobilising Programme	<ul style="list-style-type: none"> Initiated workstream to deliver digital infrastructure to understand an individual's COVID-19 risk based on a model being developed by researchers at Oxford University. The model is being developed based on the latest evidence about vulnerability. NHS Digital has been commissioned by DHSC to build the risk stratification platform. Planning and design work are underway alongside business case development

Open Data and Dashboards for the SPL have been expanded to provide segmentation by disease group

Report as of: July 9, 2020

England's Population: 55,977,178
Based on latest census data

Shielded Patients in England: 2,233,944 (3.99% of population)
Based on latest data

Shielded Patients by Age

Shielded Patients by Gender

Regional Summary
Clinical Commissioning Group

Map Region: [Dropdown]
Map Filters (Disease Groups): [Dropdown]

Density of Shielded Patients

Regional Data Summary*

Region	Population	Patient Count	Percentage Pop
England	55,977,178	2,233,944	3.99%
London	9,000,000	350,000	3.89%
South East	8,500,000	320,000	3.76%
North East	3,500,000	130,000	3.71%
South West	3,000,000	110,000	3.67%
East of England	3,000,000	110,000	3.67%
West Midlands	3,000,000	110,000	3.67%
North West	3,000,000	110,000	3.67%
Yorkshire and the Humber	3,000,000	110,000	3.67%
East of England	3,000,000	110,000	3.67%
London	9,000,000	350,000	3.89%
South East	8,500,000	320,000	3.76%
North East	3,500,000	130,000	3.71%
South West	3,000,000	110,000	3.67%
East of England	3,000,000	110,000	3.67%
West Midlands	3,000,000	110,000	3.67%
North West	3,000,000	110,000	3.67%
Yorkshire and the Humber	3,000,000	110,000	3.67%

**Data current and should not be summed across disease groups. A patient can be in multiple groups. Therefore the number of patients on the list will not equal the sum of patients within each group. In order to protect patient confidentiality, "–" appears in the table above for all sub-national breakdowns, where it is possible to calculate a value between 1 and 2. From the data presented, no other sub-national data has been rounded to the nearest 5. Therefore regional and CCG totals will not sum to the England figures.*

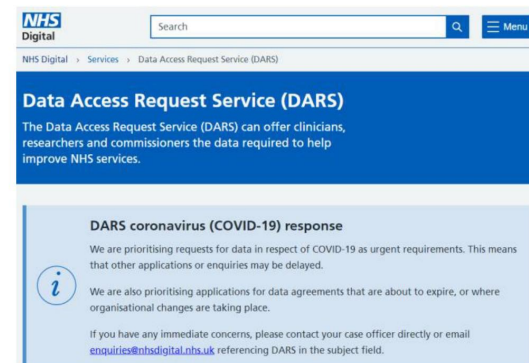
Data on the SPL can be viewed as an interactive map or downloaded as open data

The open data and dashboards can be accessed via:
<https://digital.nhs.uk/dashboard/s/shielded-patient-list-open-data-set>

Providing data, analysis & dashboards to help the system understand the prevalence and spread of infection & manage capacity

Initiative	Focus area	Deliveries and impact
New data collections	Secondary Care Medicines Data	<ul style="list-style-type: none"> Commenced pilot collection of secondary care medicines with the 2 largest suppliers, WellSky and Cerner, to understand data structures and inform the specification for a secondary care medicines data set Analysis is underway on pilot data to inform the development of the Data Processing Service collection, curation and analysis services (due early October). Initial data flows for all WellSky trusts planned for October This data collection supports the COVID-19 response by enabling a better understanding of the role of medicines used in treatment of COVID-19 patients in secondary care (e.g. dexamethasone) and provides an additional dataset for research
Social Care Data Collection	Care Management IT System Collection	<ul style="list-style-type: none"> Issued data provision notice for data collection from Social Care Management systems on 15 July. Letters were sent to organisations using the three major systems, Person Centred Software, Nourish and Everylife Tech (covering 17.5% of the sector), and consent has been received from 700 organisations. Follow-up planned for the ~3k organisations that have yet to respond. Work commenced on 27 July with an additional supplier, Access, that covers a further 17% of the sector Initial data set received on 20 July and analysis underway to provide an initial view on COVID-19 infection trends in Social Care
Situation Reports	COVID-19 Daily Community Discharge SitRep	<ul style="list-style-type: none"> Started data collection from NHS-commissioned community inpatient service providers on 23 June. The collection covers 97 organisations that provide overnight physical recovery and rehabilitation services (e.g. NHS Community Trusts, Mental Health Trusts, Community Interest Companies) with an average data collection return rate of 87%. Data includes bed occupancy, discharge and onward patient care setting information

NHS Digital's Data Access Request Service (DARS) is supporting the COVID-19 response by prioritising coronavirus-related data sharing requests



<https://digital.nhs.uk/services/data-access-request-service-dars>

DARS can provide data directly or through dedicated environments following rigorous assessment of the request's legal basis and the requesting organisations' processes for data handling & storage

- Facilitating the sharing and availability of data and analyses to support research, enabling evaluation of different response interventions and increasing understanding of COVID-19 transmission, immunity and clinical outcomes.
- Enabling acceleration of COVID-19 Drug and Vaccine clinical trials.

Services	Focus area	Deliveries and impact
Enabling Research	Permission to Contact (with NIHR)	<ul style="list-style-type: none"> • Delivered the NHS COVID-19 vaccine research registry on 20 July, in partnership with the National Institute for Health Research (NIHR), to facilitate recruitment into vaccine trials and accelerate the identification of a safe and effective vaccine • As of 29 July, ~78k people had registered their contact details, contributing to the Vaccine Taskforce's objective of enrolling 500k people by October 2020 • NHS Digital is working with NIHR to develop a roadmap for the next phase of the service
	Central Disseminator of GP Data for research and planning (GPDPR)	<ul style="list-style-type: none"> • Following endorsement by the BMA, RCGP and National Data Guardian, NHS Digital is collecting and disseminating GP data for COVID-19 planning and research. This reduces the burden on GPs to ensure legitimate, controlled and proportionate data release • 97% of active practices have agreed to participate and the initial data collection is now complete with 3.7 billion rows of data extracted for ~55 million patients. Fortnightly collections are taking place to capture any changes in the dataset • 60 requests for GP data have been received, with two thirds of requests from CCGs and Local Authorities. A 'fast track' approach is being developed to enable rapid provision of data for common commissioning purposes and is expected to be finalised by 31/07. Further details on the service can be accessed via https://digital.nhs.uk/services/data-access-request-service-dars
	Trusted Research Environment for SAGE	<ul style="list-style-type: none"> • Delivered Trusted Research Environment (TRE) for the British Heart Foundation (BHF) on 15 July and on track to provide a TRE for cancer research by 31 August • TRE for National Institute for Cardiovascular Research (NICOR) and BHF were utilised to assess the impact of COVID-19 on hospital admissions for cardiovascular events. Research findings were published in the Lancet https://www.thelancet.com/journals/lancet/article/PIIS0140-6736(20)31356-8/fulltext

NHS Digital was commissioned by the UK Government's Vaccine Taskforce and the NIHR to deliver the NHS COVID-19 Vaccine Research Registry

Sign up to be contacted for coronavirus vaccine studies

Use this service to give permission for researchers to contact you about taking part in coronavirus (COVID-19) vaccine studies in the UK.

You are not signing up to take part in a specific health study when you use this service.

You are letting researchers know you're happy for them to contact you, if they think you might be suitable to take part in their studies.

Before you start

You can use this service to sign up if you:

- have an email address
- are 16 or over
- live in the UK

Signing up takes around 5 minutes.

[Start now](#)

<https://www.nhs.uk/conditions/coronavirus-covid-19/research/coronavirus-vaccine-research/>

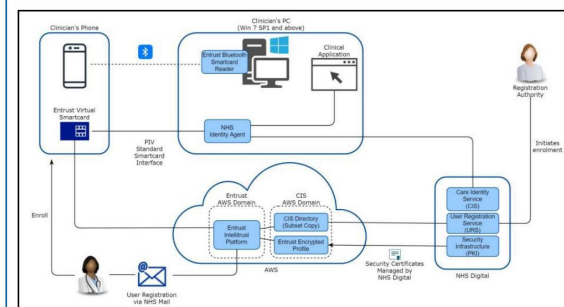
To date, the service has enabled 78k people to register their interest in vaccine trials



Providing secure infrastructure and supporting additional care capacity through support and logistics for cross-system data access, fast authentication of new users, Nightingale hospital facilities and connectivity to private providers

Services	Focus area	Deliveries and impact
Fast and secure Authentication	Virtual Smartcards	<ul style="list-style-type: none"> Made Entrust virtual smartcards available to support COVID-19 response as part of a controlled roll-out on 2 July. Solution has been piloted at 11 sites, including Blackpool Teaching Hospital and South Central Ambulance Service, and proven for key national systems including Lorenzo, eRS, ESR, SCR and Adastra. Entrust virtual smartcards are funded centrally for the first 12 months and further information can be accessed via https://digital.nhs.uk/coronavirus/access-logistics-hub/coronavirus-smartcards/entrust-virtual-smartcard Digital signing capability is now available for the Entrust solution, which will allow it to be used with the Electronic Prescribing Service. Some development now needs to be undertaken by consuming systems (e.g. GP System suppliers) to be able to use the capability ~20k of the 30k licences from the Isosec contract have been issued across 70 sites. As of 23 July, ~2.8k licenses had been activated across 44 sites
Connectivity	Care Homes	<ul style="list-style-type: none"> Continued to contact Care Homes to inform them about simple connectivity upgrades to improve their access to digital services. ~1k follow-up calls completed to ensure information received and Care Homes aware of the available opportunities. Work underway to understand opportunities for NHS Digital to support infrastructure improvements for Care Homes
Infrastructure Support	Co-ordinated deployment across Trusts	<ul style="list-style-type: none"> Mobilised “Infra 2020” workstream to ensure coordinated delivery of connectivity improvements (HSCN migrations and network uplifts), N365 migrations (including NHS Mail and Microsoft collaboration services), cybersecurity enhancements and deployment of virtual smartcards The workstream will focus on ensuring mandatory upgrades are completed to plan and that the system is as well-prepared as possible for winter pressures and the next phase of the pandemic response

Entrust Virtual smartcards are now available to support the COVID-19 response. The solution utilises a Bluetooth connection from a mobile device to provide secure authentication for key national systems



Central funding is being provided for the first twelve months and applications can be made via NHS Digital's Access and Logistics Hub
(<https://digital.nhs.uk/coronavirus/access-logistics-hub>)

Annexe

Information and technology
for better health and care

Organisational Readiness & Wellbeing NHS Digital COVID-19 Response – 29 July, 2020

Services	Focus area	Deliveries and impact
Wellbeing	Wellbeing Package	<ul style="list-style-type: none"> Daily check-ins and regular reporting to EMT and Directorate Support Teams continue Feedback from local “temperature check” surveys led by Senior Leadership Community, EMT listening forum and have your say events collated to provide further insight on wellbeing of colleagues through this period including what has worked well and what could work better. Further information added to cycling hub
Estates	Facilities Support	<ul style="list-style-type: none"> All locations (Trevelyan Square Leeds, Smedley Hydro Southport, Skipton House London and Hexagon House) have been formally Health and Safety certified as COVID-secure under government guidance. Numbers of colleague attending offices remain relatively low (less than 50 / day across estate on average) however feedback on office provisions for those who have used them has been very positive. Planning for next phases of office utilisation underway.
Staff engagement	Information	<ul style="list-style-type: none"> Overall messaging remains in line with government advice that staff should work from home where possible with weekly updates of wellbeing support information published to staff, alongside regular podcasts from CMO and Chief Nurse. All staff communications issued 21 July confirming the organisation approach following PM announcement that employers will soon have more discretion to make decisions about how their staff can work safely Analysis completed by Tech Services of collaboration tools available to support hybrid working
Commercial	Suppliers	<ul style="list-style-type: none"> Experian-based “Supplier Health Check” continues to be monitored by Commercial team and made available to Silver Command on a weekly basis 200 supplier offers received – mature process in place to process supplier offers and digital tool linked from website in operation. 192 of the offers have been closed down
Planning	Business Continuity	<ul style="list-style-type: none"> We are now developing scenarios and modelling options to support the next phase of potentially greater numbers of colleagues being able to work from the office.
Workforce planning	Workforce Mobilisation ('Volunteer Armies')	<ul style="list-style-type: none"> Programme-specific resource interventions continue to be supported for perm and non-perm resourcing Volunteer army continue to provide support to specific interventions, and positive feedback on this approach was received from the listening forum.

26% of NHS Digital staff are directly supporting the COVID-19 response

Total Reporting
1,946

Working on COVID-19 response	504
% of staff working on C-19 response	26%

5 NHS Digital staff are unavailable due to illness or special leave related to COVID-19

Total Reporting
1,946

Availability Status	
Available	1,854
Unavailable – non COVID related ¹	72
Unavailable – COVID related sick leave	5
Unavailable – Special leave ²	15

1. Unavailable – non COVID related: unavailable for work due to reasons including but not limited to annual leave, public holidays, maternity leave, non-COVID-19 related sick leave
 2. Unavailable – Special leave: unavailable for work and on full time leave due to reasons including but not limited to taking care of family during the COVID-19 pandemic

11 NHS Digital staff were self-isolating at 28/07 due to COVID-19

Gold Command

Sarah Wilkinson,
Pete Rose, Jonathan Benger,
Jem Rashbass, Ben Davison

Silver Command

Gold Command
Extended EMT
Programme Leads
Support Function Leads

X
Gold Lead
SW – Sarah Wilkinson
PR – Pete Rose
BD – Ben Davison
JR – Jem Rashbass
JB – Jonathan Benger

Major Programs

BD	BD	JB	JB	PR	JR	JR	SW
Test, Trace, Contain	Vaccination	Risk Stratification	111 First	Remote Care	Data Services	Research Services	Covid-19 PMO
Leads: Richard Ashcroft (Overall Coordination), Julian Thomas (Testing), Jackie Keane (Tracing), Phil Nixon (Contain), Sam Robinson (Service Ops), Neil Bennet (Cyber)	Lead: Hacer Evans	Lead: Ian Phoenix & Mark Reynolds (SPL)	Lead: Ian Lowry	Lead: Phil Judge	Lead: Ev Brunton	Lead: Tom Denwood	Leads: James Hawkins & Nat Brewer
<ul style="list-style-type: none"> Design, Build, Deploy and Operate functions for Pillar 2 & Pillar 3 Testing New / rebuilt manual Tracing systems Data dashboards for Contain Potential take-on of Covid App (TBC) Live Service operations for P2 & P3 testing, Manual Tracing, Covid App (TBC) and Contain dashboards Cyber operations for P2 & P3 Testing, Manual Tracing, Covid App and Contain dashboards 	<ul style="list-style-type: none"> Primary focus on flu vaccination (expandable) Cohort identification & management Capture of flu vaccination events and integration with primary care records 	<ul style="list-style-type: none"> Agree core design premise (centralised vs distributed) Design, Build, Deploy and Operate new Risk Engine platform, and Covid risk assessment function, based on new Oxford Covid-19 risk algorithm 	<ul style="list-style-type: none"> Extend 111 systems to form first port-of-call for all citizens seeking urgent (not emergency) care, move from queuing to booking, optimise use of emergency services and reduce waiting room use during Covid 	<ul style="list-style-type: none"> Develop Virtual Ward concept, incl vital stats capture and integration with primary care records Expand and lock-in remote video consulting capabilities Deploy VDI solution to support BYOD for clinicians and carers 	<ul style="list-style-type: none"> Ongoing collection, curation and dissemination of Covid-critical data sets Extension of coding standards for Covid Issuance of new open data sets Development of new experimental statistics and data dashboards Development of new analytics and predictive modelling capabilities 	<ul style="list-style-type: none"> Dissemination of data sets for research communities Ongoing support of clinical trials and development of clinical trials support services Supporting consent management for research 	<ul style="list-style-type: none"> Central PMO for NHSD Covid-19 response Risk Mgmt for Covid-19 program Issuing 'Gold Reports' every 3 wks Planning, coordinating and chairing Silver meetings Covid-19 Librarian function Coordination with peer organisations' Covid-PMOs

Watchlist Progs

PR	JR	PR	SW	SW	SW	SW	SW	SW
Infra 2020	Social Care	Cyber 2.0	IG	Architecture	Commercial	Comms	Org Wellbeing	Finance
Silver Lead: Patrick Clark & Chris Parsons	Silver Lead: James Palmer	Silver Lead: Neil Bennett	Silver Lead: Gaynor Dalton	Silver Lead: Mark Reynolds	Silver Leads: Nic Fox	Silver Lead: Matt Bacon	Silver Lead: Nic Fox	Silver Lead: Carl Vincent
Multiple Summer 2020 Infra programs impacting cross-system, incl. HSCN migrations and network uplifts, N365 migrations incl. NHSMail, MSFT collaboration services, Virtual smartcard deployments, bband upgrades	Multiple Summer 2020 Social Care programs including data collections, broadband uptake & data standards work	20/21 program of work to mature cyber capabilities in the CSOC and across the health and care system	IG work in support of the Covid-19 response, across all programs	Ensuring coherence and quality of service and technical architectures	Commercial activities in support of the Covid-19 response, across all programs	Comms activities (external and internal) in support of the Covid-19 response	Defining and building policies, services and support structures to keep our staff safe and well during Covid-19, and help them to work as effectively as possible	Finance activities in support of the Covid-19 response, across all programs

Key Support Functions

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