

# NHS Digital COVID-19 Gold Report

22 May, 2020

Information and technology  
for better health and care

# NHS Digital COVID-19 Gold Report – 22 May, 2020

*Specific new initiatives and key areas of movement in the last three weeks*




- **Citizen-facing channels have been updated in line with changes to the system response to COVID-19**
  - NHS Pathways, 111 Online and NHS.UK have incorporated new CMO guidance to add loss of smell and loss of taste to the coronavirus symptom definition; 111 Online and NHS.UK were updated to improve “routing” of patients to appropriate services, including testing
- **NHS Digital continues to work with suppliers to improve real-time access to patient information**
  - Summary Care Record Additional Information has been updated for 19 million patients with new data from the GP record, including long-term conditions and COVID-19 status, with further updates underway. Additional information is visible to clinicians in non-GP settings, and other authorised staff, including pharmacists. Users of the SCR can also see whether a patient has been advised to consider shielding.
- **NHS Digital is playing a central role in the expansion of COVID-19 testing to symptomatic citizens and social care**
  - NHS Digital is leading the build and deployment of the end-to-end digital platform from test ordering and sample tracking through to results dissemination. The citizen self-referral service launched on 18 May and enables booking of tests from drive-through centres, mobile units or home swab kits. Infrastructure supporting essential workers was also strengthened to enable batch ordering of tests for care home staff
  - NHS Digital was commissioned to rapidly establish end-to-end cyber security services for the Test, Track and Trace programme. An initial capability for incident response and operational management went live on 22 May and is now being expanded
- **The Shielded Patients List is evolving into a longer-term service to protect vulnerable individuals**
  - Aggregated open data was published on 21 May for planning and research uses – provides data on age, gender and location distribution
  - Working with DHSC Deputy CMO to provide access to controlled data for Directors of Public Health
- **At the request of BMA and RCGP, NHS Digital will collect data from general practice to support planning and research**
  - NHS Digital will begin a fortnightly collection of patient’s data from general practice on 29 May, following agreement that it should be the single body that disseminates GP Data for research and planning during COVID-19. A Data Protection Notice was issued to practices on 14 May, in an approach supported by the BMA and RCGP and National Data Guardian, with practices invited to respond by 28 May


# NHS Digital COVID-19 Gold Report – 22 May, 2020

## Overview of initiatives in support of the COVID-19 strategic focus areas


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


### COVID-19 Strategic focus areas


 Provide digital channels for citizen guidance and triage (p.4)

 Enable remote and collaborative care with systems and data (p.5)


 Increase COVID-19 Test access and process efficiency (p.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 (n/a)

 Provide secure infrastructure and support additional capacity (p.10)

 Plan for recovery, restarting services and new needs (n/a)

### Initiatives NHS Digital is delivering

<b>111 Online:</b> eTriage and routing of patients to most appropriate care	<b>NHS App:</b> mobile access to eTriage and GP bookings, tests & prescriptions	<b>NHS.UK:</b> up-to-date health information and various digital services for citizens	<b>NHS Login:</b> secure identity verification for access to App and other NHS services	<b>NHS Pathways:</b> triage algorithms underpinning 111 online & call centres	<b>Self-Isolation Notes:</b> digital service to self-certify for COVID-19 if evidence required		
<b>Summary Care Record:</b> augmentation for COVID-response	<b>GP Connect:</b> information sharing across primary and urgent care	<b>Electronic Prescription Service (EPS):</b> pharmacy flex and additional drugs	<b>Video consultations for Primary Care:</b> assurance and rollout to >90% of practices	<b>Video Consultations for Outpatients:</b> rollout/implementation support to NHSE	<b>Microsoft Teams Deployment:</b> deployment to 1.2m NHS Mail users	<b>NHS Mail for health and social care:</b> rollout to social care and other new users	
<b>Digital platform for booking tests at new COVID-19 labs</b>	<b>Testing data capture, analysis and dissemination</b>	<b>Cyber Security Operations Centre:</b> security services for Test Track & Trace					
<b>Shielded Patient List (SPL):</b> developed & maintaining list of vulnerable patients	<b>SPL Open Data:</b> published V1 open data / visualisation of aggregated data	<b>Vulnerable children:</b> support safeguarding by sharing data with nurses, health visitors					
<b>ICU Capacity Planning Tool:</b> new predictive models for beds & ventilators	<b>Ethnicity Outcomes Analysis:</b> analysis to investigate high BAME fatalities	<b>Diabetic risk factors:</b> linking data from national audit to support analysis	<b>Social Care SitRep:</b> prototyping daily collection: illness, testing & PPE	<b>Secondary Care SitRep:</b> data on COVID-19 patients and staff impacts	<b>REACT1:</b> data for community prevalence testing (antigen testing)	<b>111 Open Data:</b> published open data / visualisation for COVID-19 triages	
<b>Trusted Research Environment for SAGE:</b> with NIHR/HDR UK	<b>Central Disseminator of GP Data for research and planning</b>	<b>NICOR:</b> analysis for cardiovascular status / outcomes and COVID-19	<b>Data Access Environment for PHE:</b> accelerating epidemiology				
<b>Plasma Trial:</b> identification of eligible (recovered COVID-19) patients	<b>RECOVERY Trial:</b> providing hospital and testing data for trial evaluating treatments	<b>PRINCIPLE Trial:</b> primary outcome data for trial focused on older people					
<b>Connectivity:</b> network upgrades and extensions within NHS and social care	<b>Nightingale Hospitals:</b> connectivity, technical / cyber	<b>Fast and secure authentication:</b> smartcards/readers, virtual smartcards	<b>Returning Staff:</b> advice and technical support for onboarding	<b>VDI environment for Primary Care:</b> virtual desktop to enable GPs to work remotely	<b>Other infrastructure and cyber support:</b> e.g. Laptops, cyber plans	<b>Your NHS Needs You:</b> survey for recruitment of returning clinicians	
<b>"Healthcare debt" monitoring:</b> analysing activity, referrals & outcomes							





# Providing digital channels for citizen services and triage

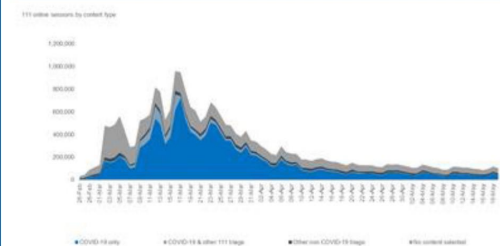
NHS Digital COVID-19 Response – 22 May, 2020



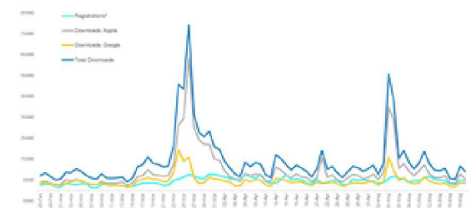
*Providing digital channels for citizens to access information and guidance, self-manage and be routed to the most appropriate care, minimising contact and reducing the burden on clinical staff*

Services	Focus area	Deliveries and impact
NHS Pathways	Clinical Algorithm	<ul style="list-style-type: none"> <li>Incorporated management of COVID-19 symptoms into standard suite of age and gender-specific pathways on 11 May - coronavirus symptoms had previously been assessed through a standalone pathway. The change ensures call handlers are guided to select the most appropriate pathway based on symptoms, which may or may not be related to COVID-19, and symptoms appropriately assessed</li> <li>Deployed interim enhancements on 15 and 18 May to support changes to the coronavirus case definition: loss of smell and loss of taste now included as symptoms that indicate a need to self-isolate. Release delivered on 22 May fully incorporates these changes into NHS Pathways</li> </ul>
111 Online	Patient Journeys	<ul style="list-style-type: none"> <li>Delivered new start screen on 6 May to provide separate routing for patients with symptoms, those seeking information and those needing a self-isolation note. Feedback indicates 111 Online is used as the main 'digital front door' by a significant numbers of citizens, even those without coronavirus symptoms. These changes have been designed to direct people to relevant information and services</li> </ul>
	Citizen Testing	<ul style="list-style-type: none"> <li>Supported national go-live of antigen testing for all citizens on 18 May by redirecting patients to citizen testing page on NHS.UK</li> </ul>
	Open Data	<ul style="list-style-type: none"> <li>Released updated dashboards and data on 22 May illustrating latest distribution, by CCG, of potential COVID-19 symptoms reported through NHS 111 or 999 or 111, with breakdowns by sex and age group (<a href="https://digital.nhs.uk/dashboards/nhs-pathways#dashboard">https://digital.nhs.uk/dashboards/nhs-pathways#dashboard</a>)</li> </ul>
NHS App	Volumes	<ul style="list-style-type: none"> <li>Observed significant increase in downloads and registration of NHS App (which provides access to health services) following publicity for the NHSX COVID-19 Contact Tracing app. (see chart). Although arising from public misunderstanding of the difference between the two Apps, this has driven greater utilisation of the NHS App and applications for NHS Logins</li> </ul>
NHS.UK	Case Definition	<ul style="list-style-type: none"> <li>Expanded case definition for COVID-19 on 18 May to include loss of smell and loss of taste</li> </ul>
	Citizen Testing	<ul style="list-style-type: none"> <li>Deployed a new landing page on 18 May (<a href="http://www.nhs.uk/coronavirus">www.nhs.uk/coronavirus</a>) to direct citizens with coronavirus symptoms to booking services for drive-through testing and home testing kits</li> </ul>

COVID-19 triage continues to drive 111 online volumes but has continued to reduce



NHS App registrations and downloads peaked at 50k following publicity for the NHSX Contact Tracing App



Total number of NHS App registrations was 680k as of 20 May





# Enabling Remote and Collaborative Care

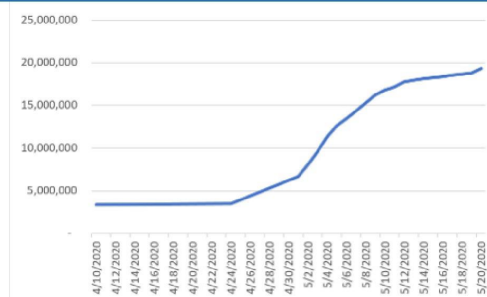
NHS Digital COVID-19 Response – 22 May, 2020



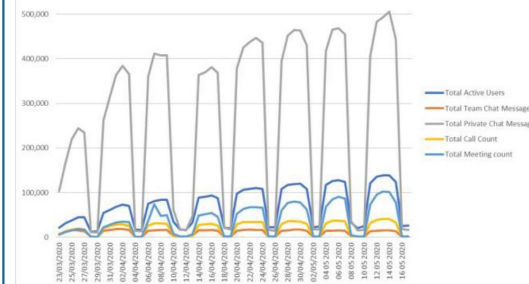
*Making data and systems available to enable remote and collaborative working by health and care staff, minimising transmission and managing strained capacity (e.g. with practices closed or staff unwell)*

Services	Focus area	Deliveries and impact
<b>Summary Care Record (SCR)</b>	Access to additional patient information	<ul style="list-style-type: none"> <li>SCR additional information (SCR AI) populated with data from GP systems for 19m patients (as of 21 May) following adoption of an implied consent model for AI data sharing during the COVID-19 period. Further uploads are underway and any changes to patient records after the initial upload will automatically flow to the SCR. Once uploads are complete, authorised health care professionals across care settings will have access to extended data for ~40-50m patients (e.g. long-term conditions)</li> </ul>
<b>GP Connect</b>	Access to patient information	<ul style="list-style-type: none"> <li>COVID-19 codes from 111 triages now written to the GP record as structured messages to alert practices to new coronavirus dispositions. As of 15 May, 2,219 practices were able to receive messages and 4,445 patient records had been updated following triage by 111 COVID Clinical Assessment Service (CCAS)</li> <li>Further 3,329 practices are in the process of updating systems and processes so messages can be received (target 03/07)</li> </ul>
	Cross-setting bookings	<ul style="list-style-type: none"> <li>4,147 GP practices are enabled to accept COVID-19 patient transfers from CCAS or 111 services. This does not cover all GP practices due to local decisions on where COVID-19 care is delivered</li> <li>CCAS and 111 services fully enabled to book patients onto appointment lists in primary care</li> </ul>
<b>MS Teams</b>	Collaboration Tools	<ul style="list-style-type: none"> <li>Utilisation of MS Teams continues to increase for uses ranging from patient consultations, clinical group therapy sessions, antenatal classes, complex Multi-Disciplinary Team assessments</li> <li>Live events functionality enabled in MS Teams allowing NHS organisations to undertake virtual, all-staff meetings</li> </ul>
<b>NHS Mail</b>	Account provision	<ul style="list-style-type: none"> <li>Created further 2.45k accounts across 1.2k care sites (incl. Care Homes, Domiciliary Care &amp; Hospices) and for ~100 Urgent Care Dental Practices (1-18 May). NHS Mail enables secure communication by replacing faxes and letters. Sites are prioritised by NHSE/I at regional level with input from local commissioners</li> </ul>

SCR Additional Information has been updated with data from GP systems for 19m patients



MS Teams utilisation continues to increase across the NHS for a variety of clinical and non-clinical needs (e.g. MDT, live events)





# Increasing COVID-19 Test access and process efficiency

NHS Digital COVID-19 Response – 22 May, 2020



*Increasing COVID-19 Test access and process efficiency through provision of digital infrastructure for drive-through test centres, roaming test vans and home testing services to support Ministerial targets.*

Services	Focus area	Deliveries and impact
<b>Digital Platform for booking tests at new COVID-19 labs</b>	Essential Workers	<ul style="list-style-type: none"> <li>Delivered multiple releases to support testing of essential workers, including new functionality to support batch uploads for care homes</li> </ul>
	Symptomatic Citizens	<ul style="list-style-type: none"> <li>Launched strategic, citizen self-referral platform on 18 May – including integration with 111 Online and NHS.UK (described previously). Daily volumes into citizen service range from ~50,000 to 80,000 visits each day, with the service operating on a 24*7 basis</li> </ul>
	Sending Test Results to GP Systems	<ul style="list-style-type: none"> <li>New middleware solution (EMIS Keystone) procured to enable test results to be sent to GP systems. On target to flow new test results to GP systems by 5 June. Provision of test results to individuals is unaffected by these changes.</li> <li>Results of tests already completed are currently stored by NHS Digital and work underway to prepare this data to flow to GP systems by 5 June</li> </ul>
<b>Test, Track and Trace (TTT)</b>	Cyber Security Operations Centre (CSOC)	<ul style="list-style-type: none"> <li>NHS Digital commissioned to stand up a temporary security operations centre to provide protective monitoring and broader CSOC capabilities including security incident response across the end to end TTT services</li> <li>Initial phase starts 22 May with incremental expansion of capabilities continuing thereafter</li> </ul>
	Integration with Contact Tracing	<ul style="list-style-type: none"> <li>Delivered functionality for the Testing Service to associate a test with a contact tracing episode and send results to the Contact Tracing App (CTA) on 22 May. The results sent to the CTA do not include any personal identifiable data</li> <li>Systems partners are progressing separate work to deliver integration of the test result with the Contact Tracing Service and supporting infrastructure</li> </ul>

From 18 May symptomatic patients can request antigen tests via NHS.UK

<https://www.nhs.uk/ask-for-a-coronavirus-test>

**NHS** Ask for a coronavirus test

[Go back](#)

## How do you want to get the coronavirus test?

For a drive-through test, you or someone you live with must have a car to get to a regional test site.

Select your country or ask for a home test kit.

- ☐ Test sites in England **AVAILABLE**  
☐ Test sites in Scotland **AVAILABLE**  
☐ Test sites in Wales **NOT AVAILABLE**  
☐ Test sites in Northern Ireland **AVAILABLE**

or

- ☐ Request a home test kit **AVAILABLE**

You can ask for a kit for yourself and anyone else you live with who has coronavirus symptoms. This service is on the GOV.UK website. There is an identity check for home test kits.

**Continue**



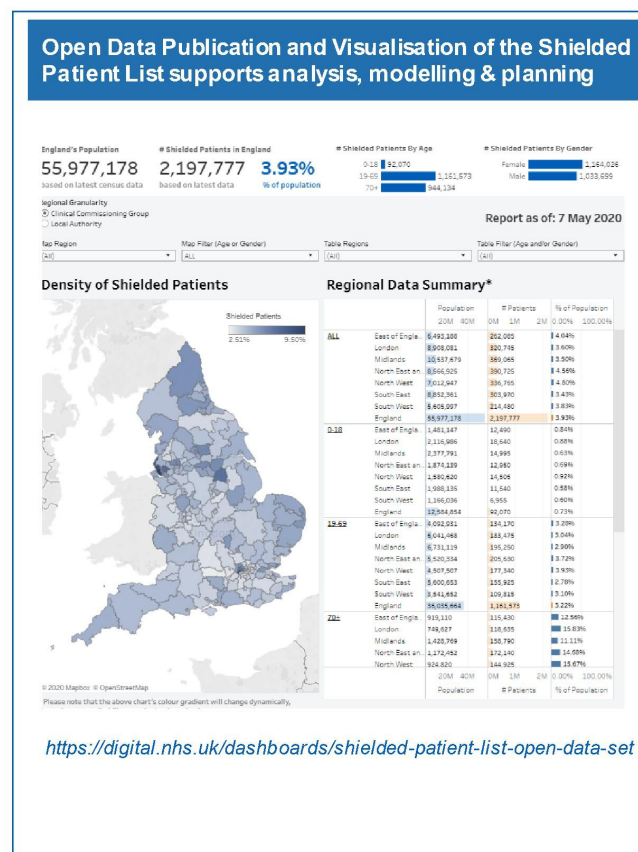
# Identifying and Protecting Vulnerable Citizens

## NHS Digital COVID-19 Response – 22 May, 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"> <li>The Shielded Patient List (SPL) identifies patients judged to be at the highest risk from COVID-19, based on CMO criteria. The SPL is iterated on a weekly basis and issued to the Cabinet Office (who then share elements with DWP and Local Authorities) and to CCGs, prison health services and others. The latest version of the SPL, issued on 15 May, identified 2.2m highly vulnerable patients including 890 new patients who will be sent letters by the Cabinet Office informing them of their eligibility for support from various government services</li> <li>Following change to CMO criteria for the SPL, renal departments have confirmed that all dialysis patients are included in the SPL</li> <li>Deductions to the SPL have been allowed from 1 May, with 135k patients removed from the list. As of 15th May hospital deductions have also been processed, with only 4k made at this point</li> </ul>
	SPL Data	<ul style="list-style-type: none"> <li>Following consultation with stakeholders and with support from the National Data Guardian and IGARD, the Shielded Patient List open data information was published on 21 May (see graphic)</li> <li>The open data files and dashboard contain counts of living patients classified as being on the SPL displayed by (1) CCG of residence broken down by age band and gender and (2) by local authority of residence broken down by age band and gender</li> <li>Inclusion of regional and local data allows for analysis, modelling and planning to take place to aid the response to the coronavirus pandemic</li> <li>Work is in progress to share information on disease groupings with Directors of Public Health so they can better understand the distribution of shielded patients in their areas. Richer data sets, including disease groupings, will be added to the open data set if there is demand</li> </ul>





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

Initiative	Focus area	Deliveries and impact
<b>ICU Capacity and Planning tool</b>	Machine Learning based Data Analysis	<ul style="list-style-type: none"> <li>Continued pilot at 4 sites for machine learning tool developed in partnership with researchers at Cambridge University to predict ICU demand for ventilators, beds and equipment</li> <li>Second phase of pilot will start w/c 25 May. This delivers improved visualisation and analytics capability by expanding data to include information from the intensive care audit (ICNARC), comorbidities for hospital events (HES), and emergency and urgent care (ECDS)</li> </ul>
<b>Social Care SitRep</b>	Data Collection and Reporting	<ul style="list-style-type: none"> <li>Secured support for NHS Digital-designed SitRep for Social Care from CQC, DHSC, NHS X and the Care Provider Alliance</li> <li>Automated data collection will leverage systems used by Care Providers to capture impact of COVID-19 on care home residents and staff. SitRep includes demographic data and counts of COVID-19-related deaths</li> <li>Initial collection will start in June covering 55,000 care residents and 30,000 staff (~15% of the sector)</li> </ul>
<b>Real-time Assessment of Community Transmission (REACT-1)</b>	Data Dissemination	<ul style="list-style-type: none"> <li>Provided data required for design and execution of DHSC-sponsored prevalence testing for COVID-19. Data utilised by Ipsos MORI &amp; Imperial College Healthcare Trust to construct representative sample of 100,000 people across 315 local authorities for invitation to participate in ongoing prevalence testing. Near real-time data on community prevalence of COVID-19 will be critical for guiding the future system response</li> </ul>

NHS Digital is collecting data on behalf of NHSE/I for 9 COVID-19 Situation Reports to support planning for the system response		
Situation Report Summary	Start Date	Organisations Requested to Submit
<b>COVID-19 Daily Situation Report</b> - ventilators, PPE, staff impact, patients admitted and treated	20/03	322 organisation codes (141 Trusts, 181 Site Codes)
<b>COVID-19 Daily 111 Staff Report</b> - planned work hours vs. hours lost through sickness / self-isolation	30/03	16 Ambulance Trusts
<b>COVID-19 Daily Patient Discharge Situation Report</b> - position on discharge from acute settings for patients previously diagnosed with COVID-19	08/04	128 organisation codes (124 Trusts & 4 Site Codes)
<b>COVID-19 Daily Situation Report (Independent Sector)</b> - confirmed cases of COVID-19, capacity information, staff absence	17/04	187 Independent Sector Providers
<b>COVID-19 Daily MHLDA Situation Report</b> - confirmed cases of COVID-19, bed usage, patient and discharge information, staff absence	24/04	94 Community & Mental Health Trusts
<b>COVID-19 Weekly Activity Data Situation Report (Independent Sector)</b> - capacity, numbers of patients and staff absence	01/05	187 Independent Sector Providers
<b>COVID-19 Daily MHLDA Situation Report (Independent Sector)</b> - bed usage, patients and discharge, as well as staff absence for mental health, learning disability and community service	06/05	76 Independent Sector Providers (initially 15)
<b>COVID-19 Weekly Mobile CT Scanners Report (Independent Sector)</b> - type of use, utilised hours, staffing data for mobile CT scanners	11/05	Only 4 Providers in scope (set up & 1 pending)
<b>COVID-19 Weekly Activity Situation Report</b> - capacity, numbers of patients and staff absence	19/05	322 organisation codes (141 Trust, 181 Site Codes)

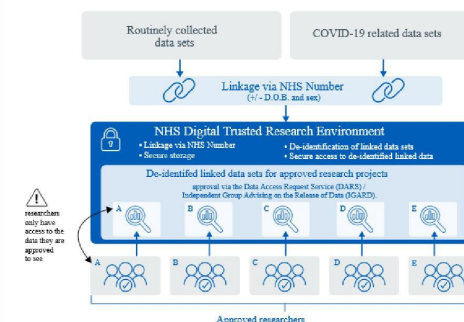
# Enabling Research and Clinical Trials

## NHS Digital COVID-19 Response – 22 May, 2020

- 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	Trusted Research Environment for SAGE	<ul style="list-style-type: none"> <li>Continuing to mature Data Processing Services (DPS) to provide Trusted Research Environments (TREs) for COVID-19 for England. The initial environment provides views on core data sets prioritised by HDR UK / NIHR to facilitate research on COVID-19. Analytical tools have been loaded and the website has launched (see link under graphic). NICOR academics are currently using this initial TRE (see below).</li> <li>Service design and funding discussions are underway to support a request by the British Heart Foundation (BHF) and NIHR for a cardiovascular instance of the environment</li> </ul>
	Central Disseminator of GP Data for research and planning	<ul style="list-style-type: none"> <li>Following endorsement by BMA, RCGP and National Data Guardian, NHS Digital will centrally collect and disseminate GP data for planning and research for COVID-19 purposes. This reduces the burden on GPs to ensure legitimate, controlled and proportionate data release</li> <li>The Data Protection Notice (DPN) was issued on 15 May and GP practices in England have been invited to confirm by 27 May whether they will participate in the data collection. As of 21 May, 62% (4,387) GP practices had responded with a positive action to participate, with only 7 opting out</li> <li>First data collection is planned for 29 May, with availability for researchers w/c 8 June. Data will be collected on a fortnightly basis, initially using the General Practice Extraction Service (GPES)</li> </ul>
	National Institute for Cardiovascular Research (NICOR)	<ul style="list-style-type: none"> <li>Continued to support research questions jointly prioritised by NICOR and BHF on impact of lock-down and medicines that might increase susceptibility to COVID-19. NHS Digital's provides the research platform and data, information governance, data management, and data analysis expertise.</li> <li>Initial findings on the impact of COVID-19 on patients with acute coronary syndrome and population trends in patients and hospital responses to acute myocardial infarction during the pandemic were briefed to SAGE on 15 May by Prof Jon Aston (Home Office Chief Scientific Advisor) and to NHS England by Prof Nick Linker (National Director for Cardiac Care). Papers where NHS Digital is co-author have been submitted to Lancet and European Heart Journal by research teams.</li> </ul>

### NHS Digital is providing the Trusted Research Environment for England for COVID-19



Full details of the service, governance and data access can be found at:  
<https://digital.nhs.uk/coronavirus/coronavirus-data-services-updates/trusted-research-environment-service-for-england>



# Provide Infrastructure and Support Additional Capacity

NHS Digital COVID-19 Response – 22 May, 2020



*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 private providers*

Services	Focus area	Deliveries and impact
Connectivity	Care Homes	<ul style="list-style-type: none"> <li>Confirmed that up to 50% of care homes could improve access to digital services through simple connectivity upgrades. Sites have been categorised into cohorts based on existing infrastructure and ease with which connectivity could be upgraded (see table). Supplier offers have been assessed to confirm suitability and letters will be sent to care homes w/c 25 May informing them of the opportunities. Planning now underway, in partnership with NHSX, to facilitate take-up of offers and will be designed to support virtual ward rounds by GPs</li> </ul>
Fast and secure Authentication	Virtual Smartcards	<ul style="list-style-type: none"> <li>~20k of the 30k licenses from the Isosec contract have been issued across 61 sites. As of 19 May, ~1k licenses had been activated across 19 sites. NHS Digital is working with Isosec to explore opportunities for accelerating adoption so full benefits can be realised</li> <li>Received Clinical Safety approval to expand pilot for Entrust solution, which uses Bluetooth, to 100 users. Pilot currently live in 5 sites with 2 further sites currently being onboarded.</li> </ul>
Returning Staff	Returning GPs	<ul style="list-style-type: none"> <li>Completed work supporting South Central Ambulance Services-led programme to onboard returning clinicians. NHS Digital staff directly enabled return of 1000 GPs through direct follow-up with GPs, validating onboarding records, staffing the Service Desk, and advising on opportunities to optimise and streamline the onboarding process</li> </ul>
VDI for Primary Care	Virtual desktop for remote working	<ul style="list-style-type: none"> <li>Completed build for virtual desktop that will enable GPs and other healthcare workers to work remotely using their own devices. User testing now underway with GPs across England – due to complete by 31 May</li> <li>Discussions progressing with NHSX and NHSE/I regional digital leads on commission and funding model for a tactical solution for primary and secondary care</li> </ul>

Connectivity upgrades would enable faster access to digital services for staff and residents at 8,320 Care Homes. NHS Digital is mobilising a team to facilitate take-up of prioritised supplier offers

## Publication of Supplier Offers (-by NHS X)

- **Tranche 1** - 4 suppliers agreed and offers now published
- **Tranche 2** - 3 further suppliers planned to be published (target 25 May)

## Overview of Care Homes Cohorts (based on eligibility for offers and current connectivity)

- **Cohort 1 & 2** – 2,188 sites (High Priority)
- **Cohort 3 & 4** – 6,132 sites (Medium Priority)
- **Cohort 5-8** – 7,194 sites (Low Priority - already have superfast / ultrafast)

Fast track supplier offers for Care Homes listed on: <https://www.nhs.uk/covid-19-response/social-care/internet-connection-deals-care-homes/>



# Annexe

Information and technology  
for better health and care



# NHS Digital COVID-19 Gold Report – 22 May, 2020

## Organisational Readiness & Wellbeing



Services	Focus area	Deliveries and impact
Wellbeing	Wellbeing Package	<ul style="list-style-type: none"> <li>Wellbeing focus and resources aligned to Mental Health Awareness week during w/c 18 May</li> <li>Further engagement planned with Networks in particular EMBRACE and Abilities Networks</li> <li>Daily check-ins and regular reporting to EMT and Directorate Support Teams continue</li> <li>Local "temperature check" surveys being led by Senior Leadership Community. This will provide local and consolidated feedback on how colleagues are adjusting</li> <li>Cycling hub launched signposting facilities and enhanced cycle to work scheme</li> </ul>
Estates	Facilities Support	<ul style="list-style-type: none"> <li>Significant preparation activity to make offices COVID-19 Secure following release of Government guidance on workplaces. This is in preparation for future potential easing of restrictions and to support critical on-site teams and those individuals unable to work from home.</li> <li>Low levels (&lt;20) of on-site staff attendance at consolidated estate at Trevelyan Square Leeds and Hexagon House Exeter</li> </ul>
Staff engagement	Information	<ul style="list-style-type: none"> <li>Overall messaging remains in line with government advice that staff should work from home where possible.</li> <li>May 'All Hands' meeting attracted ~1,800 attendees via Teams. Further all staff communications w/c 11<sup>th</sup> May and on 26th May from CEO</li> <li>Weekly updates of wellbeing support information published to staff, alongside regular podcasts from CMO and Chief Nurse.</li> </ul>
Commercial	Suppliers	<ul style="list-style-type: none"> <li>Experian-based "Supplier Health Check" continues to be monitored by Commercial team and made available to Silver Command on weekly basis</li> <li>160 supplier offers received – mature process in place to process supplier offers; 126 assessed and closed, 34 in assessment stages</li> </ul>
Planning	Business Continuity	<ul style="list-style-type: none"> <li>Planning underway to re-introduce office working to ensure readiness when lock-down restrictions start to ease. Individual teams continue to manage operations in line with local business continuity plans.</li> </ul>
Workforce planning	Workforce Mobilisation ('Volunteer Armies')	<ul style="list-style-type: none"> <li>Redeployment of staff temporarily supporting NHS Login remains supporting peaks in activity</li> <li>Volunteer workforce also supported significant work on GP Returns working with NHS E/I and the lead CSU</li> </ul>

36% of NHS Digital staff directly supporting COVID-19 response

**Total Reporting**  
**2,430**

Working on COVID-19 response 873

% of staff working on C-19 response 36%

19 NHS Digital Staff unavailable due to illness or special leave related to COVID-19

**Total Reporting**  
**2,351**

### Availability Status

Available 2,351

Unavailable – non COVID related<sup>1</sup> 60

Unavailable – COVID related sick leave 4

Unavailable – Special leave<sup>2</sup> 15

1. Unavailable – non COVID related: unavailable for work due to reasons including but not limited to annual leave, public holidays, materiality 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

26 NHS Digital staff were self-isolating at 20/05 due to COVID-19

# NHS Digital COVID-19 Leadership & Command Structure

## Gold Command

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

## Silver Command

Gold Command  
Workstream Leads  
Other Key Execs (Tom Denwood, James Hawkins,  
Julie Pinder, Dermot Ryan, Leila Shepherd, Carl Vincent)

## Supporting Functions

**Programme Management:** James Hawkins, Nat Brewer

**Finance:** Carl Vincent, Pete Thomas

**Communications:** Matt Bacon, Marc Silverside (Deputy),  
Jo Bland (Internal), Lorna Branton (External)

## Programme Managers

**Product:** Alison Cusack

**Platforms:** Jill Sharples

**Access Logistics:** Anna Hawksley

**Data:** Ian Boyd

**Shielded Patient Service:** Roarke Batten

**Comms:** Marc Silverside

**Org. Response:** Andrew Elliott

## Workstreams










Product Response	Platform Response	Data Response	Shielded Patients	Access Logistics Hub	Information Governance	Service + Cyber	Org. Readiness & Wellbeing
<b>Product Lead:</b> Ben Davison; Deputies: Ian Phoenix, Tim Magor	<b>Platform Lead:</b> Andrew Meyer Deputy: Jill Sharples	<b>Data Lead:</b> Jem Rashbass Deputy: Tom Denwood	<b>Shielded Patient Lead:</b> Mark Reynolds Deputy: Stuart Gunson	<b>Access Logistics Hub:</b> Patrick Clark Deputy: Anna Hawksley	<b>IG Lead:</b> Jackie Gray Deputy: Gaynor Dalton	<b>Cyber Security Lead:</b> Neil Bennett	<b>Org Readiness Lead:</b> Nic Fox Deputy: Julie Pinder
<b>Testing:</b> Ben Davison, Richard Ashcroft	<b>Summary Care Record:</b> Mark Burton	<b>Data Front Door:</b> Richard Clay / Rachel Habbergham	<b>SPL Data Management:</b> Richard Irvine	<b>Smart Card/ Readers:</b> Mike Walker / Neil Gibbs		<b>Live Services Lead:</b> Sam Robinson	<b>Staff Wellbeing &amp; Org Health:</b> Julie Pinder
<b>111 Online:</b> Matt Stibbs	<b>Identity and Smartcards:</b> Manish Loharua, Phil Gill	<b>Private Providers:</b> Richard Steele	<b>SPL Clinical Lead:</b> Arjun Dhillon	<b>HSCN Remote Access:</b> James Ross			<b>Workforce Planning and coordination:</b> Julie Pinder
<b>Pathways:</b> Mandy Williams		<b>New Data Collections:</b> Richard Irvine		<b>Increased Bandwidth to NHS &amp; Non-NHS Sites:</b> Dan Parry/James Breeze			<b>Technical Services and ICT:</b> Dermot Ryan
<b>NHS App:</b> Chris Fleming		<b>Open Data Publishing / Analytical Support:</b> Chris Roebuck		<b>HSCN Connectivity to New Sites:</b> James Breeze			<b>Facilities &amp; Estates:</b> Phil Kirtlan
<b>EPS:</b> Joanne Lambe	<b>NHS.UK:</b> Joe Risk	<b>Data Processing Platform:</b> Tim Gentry / Paul Giliatt		<b>Field Hospital Liaison:</b> Simon Dixon	<b>NHS Mail and MS Teams:</b> Chris Parsons		<b>Commercial:</b> Nic Fox
<b>Primary Care + Vendors:</b> Richard Alcock	<b>ERS:</b> Richard Ashcroft	<b>Data Coding:</b> Alex Elias		<b>Field Hospital Cyber:</b> Dan Jeffery	<b>GP Remote Desktops/ Video Consultations:</b> Richard Alcock		
<b>NHS Login:</b> Melissa Ruscoe	<b>NHS Logon Volunteer Army</b>			<b>Smartcard Volunteer Army</b>	<b>Laptops:</b> Dermot Ryan		



# NHS Digital COVID-19 Gold Report – 22 May, 2020

Overview of strategic focus areas supporting system-wide response to COVID-19



	Provide digital channels for citizen guidance and triage	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
	Enable remote and collaborative care with systems and data	Enabling remote and collaborative care provision through digital systems and increased access to patient information, minimising transmission and managing strained capacity
	Increase COVID-19 Test access and process efficiency	Increasing COVID-19 Test access and process efficiency through provision of digital infrastructure for drive-through test centres, roaming test vans and home testing services
	Identify and protect vulnerable citizens	Identifying and protecting vulnerable citizens, to ensure that they can be shielded and receive additional support
	Support planning across the system with data, analysis and dashboards	Providing data, analysis and dashboards to help the system understand prevalence and spread of infection
	Get data and insights to research communities	Facilitating the sharing and availability of data and analyses to support research
	Support clinical trials	Enabling acceleration of COVID-19 drug and vaccine clinical trials
	Provide secure infrastructure and support additional capacity	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 private providers
	Plan for recovery, restarting services and new needs	Planning for recovery, restarting services and adapting to the ongoing requirements of the health and care sector in the era of COVID-19

*All COVID-19 initiatives are supported by Information Governance, Commercial, Legal and Live Services teams*

## Connect with us

 @nhsdigital

 company/nhs-digital

 [www.digital.nhs.uk](http://www.digital.nhs.uk)

Information and technology  
for better health and care