

NHSmail: social care overview

April 2018

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NHSmail overview

NHSmail – what does it offer?

NHSmail is a centrally funded platform to support collaborative working across health and care:

- Available to all care providers (one shared mailbox, up to ten user accounts per site)
- Secure and modern email exchange: Microsoft Exchange 2013
- A rich and user-friendly contact directory (NHS Directory)
- Additional services via a top-up catalogue which are funded locally
- Support provided via the national helpdesk 24/7
- Seamlessly integrated Instant Messaging and Presence (IM&P) using Skype for Business

NHSmail centrally funded core services



Secure and modern email exchange: Microsoft Exchange 2013

- 4GB mailboxes local branding of email addresses
- Latest email security from Trend Micro
- Local email domains



Seamlessly integrated Instant Messaging and Presence: Skype for Business

- Latest Microsoft communication platform
- Instant messaging between users across NHSmail
- Presence management integration across NHSmail



A rich and user-friendly contact directory: NHS Directory

- Health and social care contact directory
- Biographical information
- Modern interface and search capabilities
- Custom directory data fields
- Programmatic access



Additional services – top-up catalogue

- Secure video conferencing and screen sharing via Skype for Business (SfB)
- Mailbox quota top-ups – 6GB, 10GB and 25GB mailboxes
- Data retention



Joining NHSmail

Joining NHSmail - overview

There are three routes onto NHSmail:

1. National Administration Service (NAS)
 - Organisations can join NHSmail via an online portal registration tool, with their accounts set up and hosted by a central local administration function. Please contact feedback@nhs.net if you would like to be part of this pilot.
2. Self-management
 - Organisations can set up and manage their own accounts. This route is only suitable for organisations that have the expertise and technological proficiency to carry out the local administrator role.
3. Local registration
 - Organisations are sponsored by a CCG / Trust/ CSU that sets up and manages the accounts on the organisation's behalf.

More information on each route for joining NHSmail can be found on the Portal help pages: <https://portal.nhs.net/Help/joiningnhsmail>

Joining NHSmail – pre-requisites

- Complete the Data Security and Protection (DSP) toolkit
- Data for registering via portal registration tool
 - Organisation Data Services (ODS) code – this can be requested from exeter.helpdesk@nhs.net
 - Care Quality Commission (CQC) location ID - this is your CQC registration number
 - CQC contact ID - this is a code that is within your CQC registration information and is also known as the registered manager's ID



NHSmail benefits

Transforming communications across health and social care

Connect and locate the right people within and outside of the organisation using the directory

Collaborate with individuals and groups virtually utilising audio, video and web conferences and desktop sharing

Maintain confidence in a secure solution with dedicated hosting of all services

Send instant messages to colleagues within and outside of the organisation – no need to pick up a phone or send an email



See whether colleagues across health and social care are online, away from a computer or busy in a meeting or clinic

Store, share, co-create and co-edit documents

Overall NHSmail benefits



Cost

- Reduced IT costs
- Reduced use of paper
- Reduced mileage costs (Skype for Business (SfB) Virtual meeting)
- Reduced GP travel costs i.e. CO2 emissions
- Reduced Hospital activity (SfB clinician to clinician/clinician to patient remote consultation)



Time

- Reduced time handling paper
- Reduced time spent travelling to meetings (SfB Virtual meeting)



Efficiency and effectiveness

- Increased speed of communication (SfB Instant Messenger and Presence – IM&P)
- Increased staff satisfaction
- Increased collaboration (collaboration tools)
- Increased reliability
- Reduced patient travel (SfB Virtual meeting - Clinician to patient remote consultation)



Security and safety

- Increased security
- Increased certainty that PID will be dispatched from a secure email

Enablers

- A secure and modern email exchange
- SfB Audio & Video Conferencing (an additional service) – Virtual meetings; remote consultations

- A secure and modern email exchange
- SfB A&VC (an additional service) – Virtual meetings

- Instant Messaging and Presence (IM&P)
- Use of a single secure email
- Collaboration tools – e.g. federation, Shared /Resource Mailboxes, shared calendars
- 24/7/365 helpdesk
- SfB Audio & Video Conferencing (an additional service) – Remote consultations

- Anti-virus/anti-spam detection
- A secure and modern email exchange



Data Security and Protection (DSP) toolkit update

Care Provider Alliance (CPA) - guidance & web pages

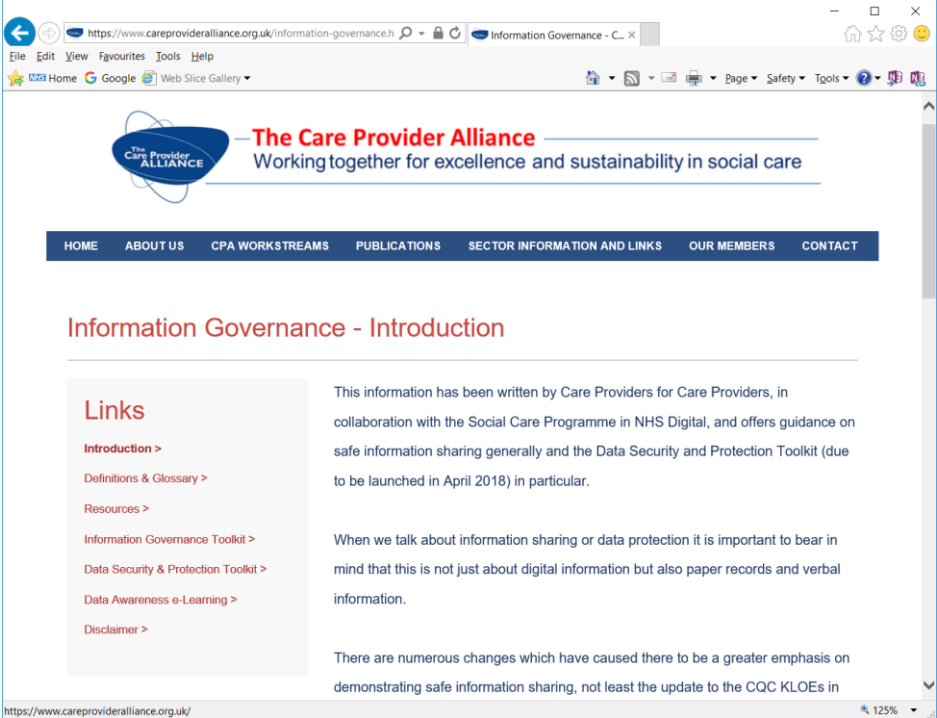
Aims to be the main source of IG support for Social Care Providers

- Registered manager's information governance summary
- Introduction to Information Sharing for Staff
- IG Toolkit 'How to' guide
- Introduction to Cyber Security

<https://www.careprovideralliance.org.uk/information-governance.html>

The CPA is also working with NHS Digital to help make the new Toolkit more straightforward, relevant and proportionate for care providers

Updated version of toolkit guidance will be released to support the DSP Toolkit from April 2018 and will be available on these pages



The screenshot shows a web browser window displaying the Care Provider Alliance website. The URL in the address bar is <https://www.careprovideralliance.org.uk/information-governance.html>. The page features the CPA logo and the tagline "The Care Provider Alliance - Working together for excellence and sustainability in social care". A navigation menu includes links for HOME, ABOUT US, CPA WORKSTREAMS, PUBLICATIONS, SECTOR INFORMATION AND LINKS, OUR MEMBERS, and CONTACT. The main content area is titled "Information Governance - Introduction" and contains a "Links" sidebar with the following items: Introduction >, Definitions & Glossary >, Resources >, Information Governance Toolkit >, Data Security & Protection Toolkit >, Data Awareness e-Learning >, and Disclaimer >. The main text explains that the information was written by Care Providers for Care Providers, in collaboration with the Social Care Programme in NHS Digital, and offers guidance on safe information sharing generally and the Data Security and Protection Toolkit (due to be launched in April 2018) in particular. It also notes that when talking about information sharing or data protection, it is important to bear in mind that this is not just about digital information but also paper records and verbal information. Finally, it mentions that there are numerous changes which have caused there to be a greater emphasis on demonstrating safe information sharing, not least the update to the CQC KLOEs in April 2018.

Further information and support

For further information and support please visit the [joining NHSmail Portal help pages](#).

If you have any other queries please contact feedback@nhs.net

www.digital.nhs.uk

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