

**North West London Whole Systems
 ISA IG Governing Group Meeting
 5th November 2015
 Time: 9.30am – 12.00pm**

**Venue: Hallam Conference Centre
 Baker Suite, 44 Hallam Street, London W1W 6JJ**

ATTENDEES

Name	Role	Organisation	Attendance	IN.
Dr Aumran Tahir (chair)	Clinical Director WSIC Programme West London GP Representative	NWL Collaboration of CCGs	Yes	AT
Kuldhir Johal	CCG GP IT Lead	Hillingdon CCG	No	KJ
Simon Howarth	Deputy SIRO	London North West Healthcare NHS Trust	Yes	SH
Katrina Smith	IG Manager	West London Mental Health NHS Trust	No	KS
Raj Seedher	IG Manager	Brent Local Authority	No	RS
Eleanor Tunnicliffe	Legal Advisor	DAC Beechcrofts	Yes	ET
David Stone	IG Consultant	Kaledoscope	Yes	DS
Sonia Patel	WSIC Informatics Lead	NWL Collaboration of CCGs	Yes	SP
Selin Barnett	WSIC Project Manager	NWL Collaboration of CCGs	Yes	SB
Dr Mohammed Al Ubaydli	CEO	Patients Know Best	Yes	MU
Stephen Janering	Project manager, Care Information Exchange	Imperial NHS Hospital Trust	Yes	SJ
Angeleca Silverside	Lay Partner	West London	No	AS
John Norton	Lay Partner	Central London	Yes	JN
Mary Umrigar	IG Manager	Ealing Council	No	MU
Caroline Kerby	GP representative	NHS Brent CCG/ Brent Harness Network	No	CK
Ritu Sharma	IG Manager	The Hillingdon Hospital NHS FT	No	RSh
Caroline Law	IG Manager	Chelsea and Westminster Hospital	No	CL
Gary Wilsher	IG Manager	Hounslow Council	No	GW

Sanjay Gautama	Caldicott Guardian	Imperial NHS Hospital Trust	Yes	SG
Graham Trainor	IG Manager	West Middlesex University Hospital	Yes	GT
Reena Parmar	IG Manager	Harrow Council	Yes	RP
Phillip Robinson	IG Manager	Imperial NHS Hospital Trust	No	PR
Jason Clarke	IG Manager	BHH- Brent Host	Yes	JC
Rory Hill	IG Officer	CHWHHE	No	RH
Stephen Murphy	IT Commissioning and Information Governance Specialist Adults Social Care Shared Services	Triborough	No	SM
Janice Boucher	Borough Information Governance and Caldecott Support Manager	Triborough	Yes	JB
Kate Glass	Project Manager	Kilburn GP Network	Yes	KG
Vijay Patel	IG Representative	Harness GP Network	Yes	VP
Sheri Ekladios	IG Manager	CLCH	No	SE
Laurie Slater	GP representative	Hammersmith & Fulham	No	LS
Richard Baxter	GP representative	Hounslow	Yes	RB
Simon Haines (deputy)	Analyst	Hounslow Council	Yes	SH
Cyndee Massa (deputy)	IG Facilitator	CLCH	Yes	CM
Nadia Haynes (Minute Taker)	WSIC Project Administrator	NWL Collaboration of CCGs	Yes	NH
Ian Riley	Director of BI	NWL Collaboration of CCGs	Yes	IR
Alex Fosh	Legal Advisor	DAC Beachcrofts	Yes	AF

PART ONE: Governance & Updates

1. Welcome – Dr Aumran Tahir & Dr Sanjay Guatama

- Introductions for new members

2. Minutes and Actions Update – Selin Barnett

- Minutes were agreed by the group

Action No.	Date	Action	Assigned to	Status/Update	Status
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68	04.06.2015	ISA Governance Group to send letters to the CCGs to ask for them to encourage the GPs that have not passed the IGT in March but have signed the ISA letters, to ask them to be compliant and confirm.	JN	<p>Paused</p> <p>We are not moving GP data as yet, following a test we will then proceed for now this is paused for those who have passed the IG Toolkit.</p>	Paused
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73	04.06.2015	JN and AS to ask their LPAG colleagues to support a joint letter to Simon Stevens to improve TPP system for the benefit of the patients	JN/AS	<p>Update at meeting in July</p> <p>Lay partners are writing to TPP.</p> <p>DS to arrange a meeting with the Head of Digital Strategy at NHS England.</p> <p>DS to also draft a letter stipulating our concerns of</p>	Paused

				the shortfalls of the existing arrangements of System 1. SP to send DS notes documented about System 1.	
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89	07.06.2015	Social Care Partners to provide agreed minimum dataset for the WSIC Data Warehouse	All SB SB/S	<p>Harrow Sent data Brent Sent data Meeting set up with Triborough</p> <p>We've got an extraction from Harrow and Brent but we're still waiting for Hounslow and Tri-borough – we have a meeting set up.</p> <p>With Ealing we have had no progress and will have to escalate this by writing to the local authority.</p> <p>SB to meet with Simon to pick up on minimum data.</p> <p>On-going.</p>	Open
92	04.08.2015	Circulate National Partners Summary of WSIC Programme once available	SP	<p>First draft was circulated for comment, waiting for LGA to write up case study</p> <p>We have received correspondence back from the Centre of Excellence for Information Sharing.</p> <p>SB No official review from IGA yet. As part of pioneer programme we will release when we have it.</p>	Open

				SP IG framework handbook is currently being produced. It will be built on sharing agreement with details on what local areas are doing.	
93	04.08.2015	Bring back all DPA's once Brent Governing Body have signed them	SB	All in agreement that we will be ready to bring back all DPA's in next meeting.	Open
95	08.09.2015	Programme Team to identify GP representative for CLH	SB/SP	SB setting up a meeting with Marina Managing Director. SB Still needs to find a Central London GP representative. JN noted that Marina has now left and that a new MD had been appointed.	Open
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101	08.09.2015	Imperial Healthcare Partners to come back to the Governance group to answer questions on data flows, IAO,	JH	Paused until 2016. Provider Partners have expressed concern.	Paused

		Clarification of hand-off of liability (roles and responsibilities), patient complaints procedure and demonstration or proposal of look up tool.			
102	08.09.2015	Legal review of changes of WSIC ISA and associated risks to be brought back to Governance Group	JH	Provider Partners have expressed concern.	Paused
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106	06.10.15	The Governance Group agreed to ask Dr Ben Lucas to chair a group to finish the work on the definition of risk stratification.	ALL	SB Ben Lucas to join GG, pickup	Open
107	06.10.15	Confirm next data for Social Care workshop.	ALL	SB to arrange a workshop.	Open
108	06.10.15	Bring back proposed 15/16 templates for Governance Group sign off in November 2015.	SB	SB workshop early 2016 SP Inner boroughs are keen to be a part of the next workshop SB to invite .	Open

3. Update on Signatories – Sonia Patel

- SP - all of our acute providers in North West London, community and Mental Health providers have all signed up [to ISA]. 7 out of our 8 Local Authorities have signed up with Hillingdon at this stage pausing whilst we work around the details of the PKB adoption.
- SP- 167 practices signed up across North West London; there has been a natural pause in the process in order to allow for more practices to sign up.

4. WSIC Data Warehouse Operational Set Up – Sonia Patel

- -SP - There are current challenges concerning our suppliers therefore we have reset the plan with the new Dashboards lead Amanda Lucas
- SP - we have made progress in populating the data warehouse with acute, community and mental health information for 12/13 and 13/14 datasets however one of the biggest stalling points have been the acquisitions of GP data sets, appropriately extracting data is an on-going concern
- IR we have bought services from CSU to help support our system suppliers and make the process more robust
- AT - thanked SP and IR for the work put in place so far and requested an appendix of work for the next meeting

ACTION- Amanda Lucas to bring back the reset plan for the roll out of the WSIC Dashboards

5. Communicating Material & Fair Processing – Selin Barnett & David Stone

- SB - We have finished and completed communications documents.
- SB - There is blank canvases for organisations to put emblems on An IG booklet and a video for patients and staff will be available soon.
- SB - For those that are concerned there is a central mailbox as a first line response for patients. Base line communications material such as posters and leaflets are future proofed, wide reaching and far reaching.
- SP - Funding of material will be left to local programmes of work I.e. printing.
- JN - Patient consent workshop still to take place. When is it happening?
- SG - we need it at a point when all partners can attend. • SB explained that it was paused because both WSIC and CIE programmes need to work together we will make sure the governance group is well sighted on every future meeting
- SP - thanked SB and team re. Good solid set of communications
- DS - to satisfy the fair processing requirement the communication material has to go out to all NWL population to legally support sharing this is one of the biggest risks for the programme and is mentioned in the previous PIA.
- SB - we will be discussing this further in the next meeting, sending out template reporting as data controllers in common have joint responsibility to communicate with their patients and service users.
- SB - to send material to all Healthwatch

Action- SB to send out communication strategy templates to governance group

6. IG Incident – Sonia Patel

- SP - In October a near miss took place with pseudo data and mitigation action taken place as pre and post processing We have provider partners with an initial report of the incident in question and we would welcome feedback and any queries or concerns that you have on behalf of the data controllers of North West London (NWL).
- RS - Questions still need to be answered from SE CSU, we need to make sure they give us a formal response for this incident and also do a full audit and report of their security systems to make sure this doesn't happen again as this was the second incident with the same thing happening.
- GT - We should stop the data flow until this SE CSU can provide us with assurances
- DS - Under contract controllers have a right to carry out an audit, if you feel as though any data processor is not acting in the right way than you have the right act.
- SG - Agrees that this needs to be internally managed but with mitigation discussed to all provider partners

- SB - the DPA states a formal response can be provided within 2 weeks or request
- Group agreement, action noted below**

•SP - There is another issue that the group should have sight of McKinsey are currently working on Data validation piece. We are progressing with an MOU agreement as we continue to work with them.

•AT - are we at the stage that we need to stop the processing? Our security is important. We need to make sure that SE CSU is safe and that McKinsey have an agreement in place.

SB - we immediately stopped access when this incident happened and have not let anyone continue with work until we had instructions from the groups SIRO and Security officer.

•GT,- We should not give McKinsey access without an agreement in place.

•**Group agreement, action noted below**

•GT - We also need to know who is processing our information and who has access

•SP - We can ask Amanda Lucas to put this into her presentation to the group next month?

•Group agreement.

• AT - We need to know timescale of assurance re CSU and McKinsey and processing should only continue with caveats from the group, which is an audit and a further agreement with McKinsey

• SG - What are the automated checks and if there aren't any what are their plans on putting things in place?

Action - Ensure group has transparency of work being carried out.

Action-Access only to be reinstated once agreement is in place, SIRO and Security officer to have sight

Action- SE CSU to provide formal response and audit of security for hosted environment, deadline of 2 weeks (29th October)

Part Two: Adoption of CIE (Part Two)

7. Adoption of Care Information Exchange (CIE) into the WSIC ISA – John Kelly & Mohammad Al-Ubaydli

•SP - Presented the new proposed governance structure if the adoptions of the care information exchange (CIE). This meeting and presentation from John Kelly (CIE Lead) and Mohammed Al-Ubaydli (PKB) is here to discuss the provider partners supporting the adoption of the CIE as a part of the WSIC information sharing agreement which is a pioneering idea, it is very rare that 2 programmes have sought to bring their governance together under one agreement, however both programme complement one another and will benefit both patients and care professionals from alignment as will reduce confusion.

• SG - This is a great opportunity for NWL care community to come together, and we are under the watchful eye of many national bodies as this could be a pioneering moment, we are empowering the patient and putting them in control of their information being shared.

• JN - It is essential for wellbeing of patient care

• SP - We are maturing at different paces but collectively there is value in how far we can take this in where we are currently, what we have concluded as that they can coexist in the same environment under data controllers in common. PKB will need to need to enter the WSIC ISA as data processor

• SP - We need a slightly different ISA with assurance of what data controller require from provider partners and also what is needed to support the future patient input

• SG - We as provider partners have accepted position of data controllers in common. As patient inputs information what will that do to the information that has already been entered. We need a document that clearly explains what data needs to be entered by patients.

• SP - We started off with shared 4 recommendations for governance and sharing models and whittled them down to one workable model that will incorporate the new uses

- SB - Need to be aware that a key feature of PKB once data goes in it will not be deleted when looking at the options we have provided
- SP - Encouraged group to support recommendation 3 task and finish group which will require full support of IG group
- SG - We don't want a new ISA to be delivered for 2016 what we have worked on together for ISA for North London should be used
- JK- Its vital that we get this work underway as the CIE is moving forward with sharing date, we are at a point where people in Hillingdon have begun to use system and another part of North London where a diabetes group are using system. It becomes apparent that everyone wants to use the system different from one another; we need to define this in order not to hold back initiatives going forward.
- KG – If PKB become sub data processor to ISA, what will that do to current software arrangement with McKinsey and the WSIC Dashboards?
- SG - This group's remit is to understand the management of data, we are looking to integrate the WSIC dashboards into the CIE for patients and care staff, subject to the Intellectual property being confirmed
- AS - Safeguarding needs to be addressed within system
- SG - Message needs to be clear that we are not procuring a system but rather a methodology with PKB, it is vital that this meets the needs of the care community.

Recommendations

Recommendation 1

Propose that existing agreement is evolved and extended in the following way:

PART A – WSIC Integrated Care Record

PART B – Patient Care Record

Agreed

Recommendation 2

For Part A – PKB are adopted in as a sub-data processor for Brent. Support in principle is requested from WSIC IG GG. Management under the existing data controllers in common to support the approval process with Brent CCG.

Agreed

Recommendation 3

For Part B – Support from the WSIC IG GG to set-up a fully delegated task and finish group to

a) test and develop the protocol that will govern the arrangement between the partners /CIE and PKB

b) specify the datasets and concepts that will be shared (closely aligned to the early adopter sites for PKB)

Agreed

Recommendation 4

Consider renaming the information sharing agreement to support the extend use. (Integrated Digital Care - Information Sharing Agreement) and or other ideas.

The process to then be taken through the established change management and approval process.

This will need to include clear and concise communications to support local areas.

Agreed

- AT- all recommendations have been agreed subject to the working of a sub group and the agreement of the formal governing group on behalf of the NWL data controllers, need to bring back proposed ISA to group

•SB we would like to set up a subgroup and would like a representation from across the care settings, the following people were noted;

- Adrian Richardson nominated as GP
- Janice Boucher nominated for Social care
- Simon Howarth, London North West Hospital
- Mike Davies from Hillingdon Early Adopter
- Kat Smith from Mental Health

Recommendation 4

- Shared care records suggested
- SP suggested survey monkey re name **ACTION**

Action- Set up working sub group to work through recommendations to update ISA and adopt CIE

Action- bring back proposed updates to ISA to group in December

Action- SB to send our survey monkey ref new name of governance group and ISA

Part Three: Update of ISA

8. Changes and updates to the ISA – Eleanor Tunnicliffe

• SB - Londonwide Local Medical Committee (LLMC) have asked to extend Appendix 10 of the ISA to incorporate the lifetime of the ISA rather than the financial year 2015-2016. We are securing funds for this centrally, however we would like this to be reflected in the ISA once secured.

ET- noted the following updates

- I. Appendix 10 of ISA Indemnity has been extended
- II. Data flows to be updated and reflect agreement
- III. Part B to be brought back to next governance group

Group Agreement to updates;

Action- update ISA to reflect appendix 10, part B and new data flows

9. Update of WSIC Data Templates: 2015/2016 data – Selin Barnett

•SB - To help populate the dashboards we have been asked to request some financial fields in SUS and SLAM for the 13/14 datasets

Group Agreement to include;

•SB - As part of the creation of the Integrated Care Record, we would like to increase the data flow and extend the date from 2013-2014 to include 2015 data, there will be no change to the data structure, this is simply to upload newer data

Group Agreement to include 2015 data

Action- include updated WSIC data templates in ISA once updated

10. AoB

- SB - This is the last meeting in the diaries, would you like to set more up? do you want them monthly?

Group agreement to continue with monthly meetings we need to set new dates for group

- GT - Would like to make the Provider partners to be aware of current investigation in press regarding an unsecure email that was shared under to rather than bcc. However this does not affect WSIC plans
- Group acknowledged and thanked GT for coming forward
- AT - Stepped down from the WSIC group after 12 months.
- SG - to take over as Chair of WSIC Governance Group.
- Governance group thanked AT for his significant contribution to the meetings and wished him well with his new journey.
- SG - Recommended having a co-chair who is not a provider opened up to IG group.
- SB - Suggested another GP, to go back and ask GPs at practice.
- KG - Would like to nominate a GP from Kilburn.
- SB - Offered to discuss outside of meeting.

Action- SB to set up next 5 monthly meeting

Action- Governance Group to nominate GP co-chair, to be discussed and adopted in 2016

OPEN ACTIONS

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111	05.11.2015	Amanda Lucas to bring back the reset plan for the roll out of the WSIC Dashboards			Open
112	05.11.2015	SB to send out communication strategy templates to governance group			Open
113	05.11.2015	Ensure group has transparency of work being carried out.			Open
114	05.11.2015	Access only to be reinstated once agreement is in place, SIRO and Security officer to have sight.			Open
115	05.11.2015	SE CSU to provide formal response and			Open

		audit of security for hosted environment, deadline of 2 weeks (29 th October).			
116	05.11.2015	Set up working sub group to work through recommendations to update ISA and adopt CIE			Open
117	05.11.2015	Bring back proposed updates to ISA to group in December.			Open
118	05.11.2015	SB to send our survey monkey ref new name of governance group and ISA			Open
119	05.11.2015	Update ISA to reflect appendix 10, part B and new data flows			Open
120	05.11.2015	Include updated WSIC data templates in ISA once updated			Open
121	05.11.2015	SB to set up next 5 monthly meeting			Open
122	05.11.2015	Governance Group to nominate GP co-chair, to be discussed and adopted in 2016			Open