NRL Onboarding Guide for Consumers using SCRa

Version 1.1

Document Management

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| V0.2 | 06/11/2019 | Updates to section descriptions to reflect phase 2 content |
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| V0.4 | 14/11/2019 | Updated to clarify CIS /RBAC / Smartcard relationship and glossary |
| V0.5 | 21/02/2019 | Updated Business Requirements to v1.2, Updated Benefits Reporting section. Removed RBAC codes, Updated connected parties. |
| V0.6 | 21/06/2020 | Removed Intro slides and stored on Github to reduce filesize. Removed reference to WES as it has not been updated to reference new SCRa or the Identity Hub. Removed reference to the EUOD as it is being replaced by the DSA. |
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Reviewers

This document has been reviewed by the following people:

| Reviewer Name | Title / Responsibility | Date | Version |
| --- | --- | --- | --- |
| Raman Behl | NEMS / NRL Clinical Lead | 15/02/2021 | V1.0 |
| Dave Jarvis | Project Manager | 28/01/2021 | V1.0 |
| Tessa May | Technical Architect | 17/12/2020 | V1.0 |
| Rebecca Snape | NEMS / NRL Product Manager | 15/02/2021 | V1.0 |

Approved by

This document must be approved by the following people / boards:

| Name | Signature | Title | Date | Version |
| --- | --- | --- | --- | --- |
| Jon Maslen | Jon Maslen | NEMS / NRL Product Owner | 15/02/2021 | V1.0 |

# Glossary of Terms

|  |  |
| --- | --- |
| Term / Abbreviation | Definition |
| Activity code | A code applied to a user’s Smartcard (or equivalent), giving access to a particular function. Forms part of the RBAC model. |
| EUO | The End User Organisation is an organisation that will be using NHS Digital Service(s) to facilitate or support the provision of Direct Care or a Commissioning Organisation (CO) which is the lead End User Organisation acting on behalf of multiple individual health and care organisations or professionals e.g. CCG, LCHRs. |
| LHCR | Local Health Care Record: NHS England funded regional partnerships, providing better and faster access to patient information |
| NRL Consumer | An organisation that retrieves record pointers from the NRL |
| NRL Provider | An organisation that publishes record pointers to the NRL. |
| RA Manager | The Registration Authority Manager ensures the governance and security of information accessed via NHS systems using smartcards, as part of the Care identity Service (CIS). This role is performed at a Trust level. |
| RBAC | Role based access control: a method of restricting access based on the roles of individual users |
| Record Type | The clinical type of a record as defined by SNOMED CT code. The clinical types permitted on the NRL are defined by a controlled list. |
| Record Group | A grouping that contains one or more Record Types |

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# 1 Summary and Document Purpose

This guide is aimed at new consumers looking to gain access to the NRL (National Record Locator), using the SCRa (Summary Care Record Application).

It outlines the key tasks required and provides supporting links, reference material and guides that provide more detail for each step where necessary.

# 2 Introduction to NRL

For an introduction to NRL, please see the [NRL website](https://digital.nhs.uk/services/national-record-locator) and the presentation [Introduction to the NRL.](https://hscic365.sharepoint.com/:p:/r/sites/NRLNEMSOperations/Shared%20Documents/External%20Access/An%20Introduction%20to%20the%20NRL%20-%20National%20Record%20Locator%20v1.1.pptx?d=we49cecec8f004aaaae097b287afe8adb&csf=1&web=1&e=rk468v)

# 3 Onboarding Task List - Overview

The following activities are listed in an approximate chronological order as a guide only, to be tailored according to local working practices and processes:

1. Assign key resources to the project including:
   1. Primary Contact (e.g. project manager)
   2. IG Lead
   3. Clinical Lead
2. Review Onboarding Documentation (this document)
3. Commence any applicable local clinical safety / IG assessments
4. Update local Business Processes and Train Users
5. Obtain all necessary local approvals for go-live (e.g. clinical safety, IG, board approvals)
6. Sign NHS Digital DSA for NRL
7. Deploy Chrome/Firefox browsers to all users (where not already in place)
8. Deploy latest NHS Identity Agent to all users (where not already in place)
9. Deploy NHS Credential Management to all users
10. Add RBAC codes for each user to CIS
11. Distribute internal comms regarding go-live
12. Perform Live Validation with a fictional pointer and record
13. Implementation Complete

# 4 Pre-requisites

To use the NRL with SCRa requires the setup of several pre-requisites. These items have been summarised to help organisations identify potential showstoppers which may prevent them from using the service.

1. Confirm that the SCRa is the most appropriate method for your organisation to consume the NRL. The following guide will be of assistance:



The remainder of this guide assumes that your organisation will be consuming pointers using the SCRa only.

If this is not the case, please refer to the[*NRL Onboarding Guide for Direct API Integration.*](https://hscic365.sharepoint.com/:w:/r/sites/NRLNEMSOperations/Shared%20Documents/External%20Access/NRL%20Onboarding%20Guide%20for%20Direct%20API%20Integration%20v1.2.docx?d=w3c9cb0bc980a41c89b6e8d4d28141a07&csf=1&web=1&e=ppws6f)

1. A valid NHS Smartcard for all users. Please see the [Smartcard authentication webpage](https://developer.nhs.uk/apis/spine-core/smartcards.html) for more information.
2. An N3 or HSCN connection is required for the live service.
3. Full functionality of NRL is only supported on the latest version of the SCRa, which itself is only compatible on desktops with Chrome, Firefox and MS Edge (Chromium based) browsers installed.

A pilot is currently being undertaken involving the use of I-Pads using the NHS Identity solution, available over the internet, that relies upon biometrics, removing the reliance upon SmartCards. If your organisation uses I-Pads, please get in touch to discuss the possibility of joining the pilot. The service will be expanding into Windows and Android based devices in the future.

1. Users should be using the latest version of the NHS Digital Identity Agent (currently v2.2.3.7) (<https://digital.nhs.uk/services/registration-authorities-and-smartcards/care-identity-service/news-and-service-updates/oberthur-smartcard-updates/ia-v2.2.3.7>)
2. Each user must have the NHS Credential Management installed on their Desktop <download link to be provided upon request>

# 5 Onboarding Documentation

## 5.1 Consumer/Provider Guidance

The NRL Consumer Guidance document provides an overview of how the NRL can be used during a care episode - [Consumer Guidance](https://hscic365.sharepoint.com/:w:/r/sites/NRLNEMSOperations/Shared%20Documents/External%20Access/NRL%20Consumer%20Guidance%20V3.0.docx?d=wf3026755b0274d46bb3b3787b3fe58b2&csf=1&web=1&e=zZpr8k)

The NRL Provider Guidance document outlines how a provider (e.g. a Mental Health Trust) should use the NRL from an operational perspective. Of key importance is the pointer lifecycle and its relationship with the patient journey and, as such, it is recommended that Consumers also read this to obtain a holistic knowledge of the NRL - [Provider Guidance](https://hscic365.sharepoint.com/:w:/r/sites/NRLNEMSOperations/Shared%20Documents/External%20Access/NRL%20Provider%20Guidance%20V2.0.docx?d=w79e18793487a44898ad1cad51cd9d0d9&csf=1&web=1&e=ASYPO3)

## 5.2 DSA Data Sharing Agreement

The Data Sharing Arrangement (DSA) sets out the roles, responsibilities and obligations of participants of NRL, aligned to GDPR legislation. The latest copy of the DSA can be obtained from [nrlnems.ls@nhs.net](mailto:nrlnems.ls@nhs.net) and must be signed before entering live service.

# 

# 6 Business Requirements

The purpose of this document is to define the business requirements that need to be satisfied for Consumer and Provider systems wishing to connect and use the National Record Locator (NRL). Given the SCRa is a consuming system developed and provided by NHS Digital, it is not necessarily an essential read. However, it has been included here for reference as it provides the basis upon which the SCRa has been designed.

[NRL Business Requirements - V1.4](https://hscic365.sharepoint.com/:w:/r/sites/NRLNEMSOperations/Shared%20Documents/External%20Access/NRL%20Business%20Requirements%20-%20V1.4.docx?d=w9727d94c079b4576a3aaaf2bee5ecaf3&csf=1&web=1&e=efjOpY)

# 7 Live Service Implementation

## Implementation High Level Steps

Following completion of the on boarding process, Service Operations can then guide you through the Live Connection process.

This includes:

1. Implementation of pre-requisites
2. Adding RBAC code to relevant users’ smart cards (triggers Live activation)
3. Live Validation by accessing dummy pointers (i.e. for fictitious patients)

## Implementation Pre-requisites

Before any activity can take place on the Live Service, approval must be granted via a Go / No-Go assessment (usually undertaken as a teleconference). The following checklist must be completed and returned in advance to provide a basis for the assessment:

[Go/No-Go for SCRa-only v0.6](https://hscic365.sharepoint.com/:w:/r/sites/NRLNEMSOperations/Shared%20Documents/External%20Access/NRL%20Consumer%20Go%20or%20No-Go%20checklist%20-%20for%20SCRa%20only%20-%20%5binsert%20org%20name(s)%20here%5d%20-%20Template%20v0.6.docx?d=wd2eccb90621e4584a6346f44d02bcd59&csf=1&web=1&e=0BZtB4)

## RBAC

To use the NRL, users will need to have Role Based Access Control (RBAC) codes added to CIS (Care Identity Service) by the RA (Registration Authority) of the End User Organisation. This will enable access to the NRL via a Smartcard (or equivalent). There are different RBAC codes applicable to the NRL, giving different levels of access. The codes that should be added will depend on the level of access deemed appropriate by the End User Organisation for each individual user. For full details on the activity codes required to access the NRL and which record types they give access to, see the RBAC mapping table section of the NRL technical specification:

<https://developer.nhs.uk/apis/nrl/>

For example, for access to Mental Health Crisis plan pointers/records, either of the following codes should be added, depending upon the access level deemed appropriate to the user:

|  |  |
| --- | --- |
| **Smartcard activity code** | **Description** |
| XXXXX | Access pointers in NRL record group 1 |
| XXXXX | Access pointers and retrieve records in NRL record group 1 |

(NRL activity codes will be released once the DSA has been signed)

Users will also need to be able to perform a patient trace to use the NRL. If they don’t already have this RBAC code it will need to be added:

|  |  |
| --- | --- |
| **Smartcard activity code** | **Description** |
| B0264 | Access SCR Application (Perform Patient Trace) |

The addition of RBAC codes needs to be performed by the Registration Authority Manager within your organisation. Guidance for Registration Authority Managers is available on the [NHS Digital website](https://digital.nhs.uk/services/registration-authorities-and-smartcards/care-identity-service/guidance-leaflets), including how to [assign access to users](https://digital.nhs.uk/binaries/content/assets/legacy/pdf/j/8/assigning_access_to_user.pdf) and how to [perform batch updates](https://digital.nhs.uk/binaries/content/assets/legacy/pdf/j/5/batch_management.pdf).

**Note:** During Implementation it is important only users that will be involved in the Live Validation have the above codes enabled. Once the service has been validated and go-live confirmed, the relevant codes should be added to the full user set.

Existing members of the NRL Beta who are upgrading to the New version of SCRa as part of Phase 2, are required to remove the previous code (copied below) from all users, once successfully transitioned to the New SCRa:

|  |  |
| --- | --- |
| **Smartcard activity code** | **Description** |
| B1693 | View mental health functions |

## Configuring devices to work with NHS Identity

The use of smartcards with NHS Identity has been tested and is supported on a number of different operating systems and browser combinations. Please find detailed guidance regarding the different systems/browsers here: <https://digital.nhs.uk/services/nhs-identity/it-support-guidance/smartcards/configure>

# 8 Post Implementation

## 8.1 Support Model – Process for Raising Incidents

It’s vital that all incidents or requests for support are raised through the appropriate channels so that they can be investigated and resolved as quickly as possible.

**Note:** When raising an incident please specify your request relates to the National Record Locator and ensure to provide as much detail as possible so that your request can be passed to the appropriate team.

This is especially important whilst we are in the beta phase so that we can resolve any issues before going into full national rollout.

Attached is the support model for your information. In summary, the key action is that any incident that is raised and can’t be resolved locally must be raised to the NHS Digital National Service Desk:

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**National Service Desk**

* Tel: 0300 3 035 035
* Email: [ssd.nationalservicedesk@nhs.net](https://hscic365.sharepoint.com/sites/IP/National%20Record%20Locator%20Phase%202/Requirements/Processes%20and%20Guidance/ssd.nationalservicedesk@nhs.net)
* [Weblog](https://nww.serviceportal.digital.nhs.uk/CherwellPortal/NHSD#0) – Account Creation Required (see guide)



Example NRL Consumer Scenario

The patient overview screen shows there are records available to view but when a user clicks on the Documents tab there are no records displayed. The user will then contact their local service desk to raise the issue. Upon investigation, if the issue is not identified as being confined to the local environment, the local service desk will raise an incident with the NHS Digital National Service Desk.

## 8.2 Benefits reporting

It is essential that we are able to quantify and qualify the benefits of using NRL and as such  
 all consumers and providers will be required to provide baseline information in the form of short surveys and questionnaires prior to going live and then again, 1 month, 3 months and 6 months post go live.

This information will be used to ensure that NRL is delivering the benefits identified during the discovery and implementation phases and to enable future work to be commissioned to continue to increase uptake and provide feedback to the users of NRL and any management information that is required internally.

Providers will be required to:

* Document baseline data on how patients / service users are transferred to their care
* Document and review changes in the number of times a patient / service user is transferred to A&E
* Document and review changes in a patient / service user experience as a result of their record being made available on NRL
* Work with NRL to produce reports on the benefits of NRL to the provider and patient periodically.

For SCRa consumers reports will be produced by NHS Digital that will provide the user ID of the staff at consuming trusts along with the date and time a record has been accessed. The consuming trust will be requested to provide the names and contact details of the users to NHS Digital staff. This will enable NHS Digital colleagues to contact them at an agreed time to discuss the benefits of using NRL and provide valuable information for management reporting, case studies and benefits realisation reports.

# 9 Appendices

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## 9.1 SCRa Access

The SCRa Private Beta can be accessed on the following link: <https://portal.spineservices.nhs.uk/kookaburra>