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GP Connect Incident Support Model

Document management

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1.1	27/07/2020	Included Local Support Desk details
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Glossary of Terms

Term / Abbreviation	Definition
SM	Service Management
NSD	NHS Digital National Service Desk
MDS	Minimum Data Set
HSSI	High Severity Service Incident

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1 Introduction

1.1 Background

GP Connect is a Service which allows GP practices and authorised clinical staff to share and view clinical information, quickly and efficiently. This ensure patient medical information is available to clinicians when and where they need it, improving patient care.

GP Connect will support a number of processes that are (known as 'capabilities') underpinned by standardised APIs:

- **Access Record HTML** enables a read-only view of a patient's record to be called from their GP's clinical system (the 'provider system'). The record can be viewed via a system or application (the 'Consumer system') within another care-setting e.g. another GP practice, an urgent care call centre or an acute care organisation
- **Appointment Management** enables future appointments for a patient to be viewed, booked, amended and cancelled. The appointment may be at the patient's registered GP Practice or another GP practice within the same GP federation and may be booked from a GP practice or Appointment hub or Urgent Care Service
- **Access Record Structured** enables a patient's record to be called from their GP's clinical system (the 'provider system') in a machine-readable format such that it can be 'consumed' i.e. imported into the Consumer system.

The Access Record Structured capability will expose data for a number of clinical areas. The initial release supports:

Medications

Allergies

- **Send Document** enables information about a patient to be returned to the provider system. The Send Document capability provides a simple and standardised means of sending a PDF of the consultation back to the patient's registered GP Practice.

1.2 Purpose

The process and procedures outlined in this document provide structure to the engagement of the appropriate resolving group and an overview of the support model that is in place to resolve any issue that impacts GP Connect. This allows system users and stakeholders to understand the contact points in order to notify the appropriate resolving party of an issue and the likely path that any incident requiring third party investigation will follow. If a user is not happy with a resolution that has been provided or with the progress that is being made with an open incident, the user should contact the Consumer and follow the Consumer escalation process.

2 Incident Reporting and Resolution

2.1 Service Incident Reporting

When an end user encounters an issue, which is not deemed to be hardware or network, they should follow their own local support arrangements.

If the Supplier Helpdesk determines that the issue cannot be resolved internally it should be raised to the National Service Desk who will liaise with Tech Ops to assess its severity and triage it appropriately.

If the Supplier Helpdesk determines that the incident is a HSSI this should be immediately raised with the Service Bridge.

If it is found to be an issue within NHS Digital it will be passed to the appropriate resolving teams, which may include other suppliers.

If it is deemed to be an issue with the Provider or Consumer system, it will be passed to the relevant service desk.

Once the incident is resolved the end user organisation will be notified and closure of the incident be agreed.

2.1.1 Suppliers

Suppliers provide the technical solutions which provide the GP Connect functionality. Within GP Connect there are two types of supplier.

Provider system is typically a GP Practice System that has been enabled to provide access to data held in that system via GP Connect.

Consumer system is a Health Information System, which accesses data held within a Provider system.

2.2 Service Incident Severity

When an incident is reported with the National Service Desk it will be assigned a severity based on several factors (including criticality of the service, number of users affected, and impact on other processes and Consumers). Where relevant, the expected service level will be linked to the severity of the incident.

The embedded Excel sheet describes how the severity will be mapped to the criteria.



Severity Matrix.xlsm

2.3 Support Model Hours of Service

Incident support model hours of service are described in the following table:

Support Hours of Service by Severity

Resolver Group	1	2	3	4	5
NHS Digital	24*7	24*7	06:30 - 20:30 Sun - Sat Inc BH	06:30 - 20:30 Sun - Sat Inc BH	06:30 - 20:30 Sun - Sat Inc BH

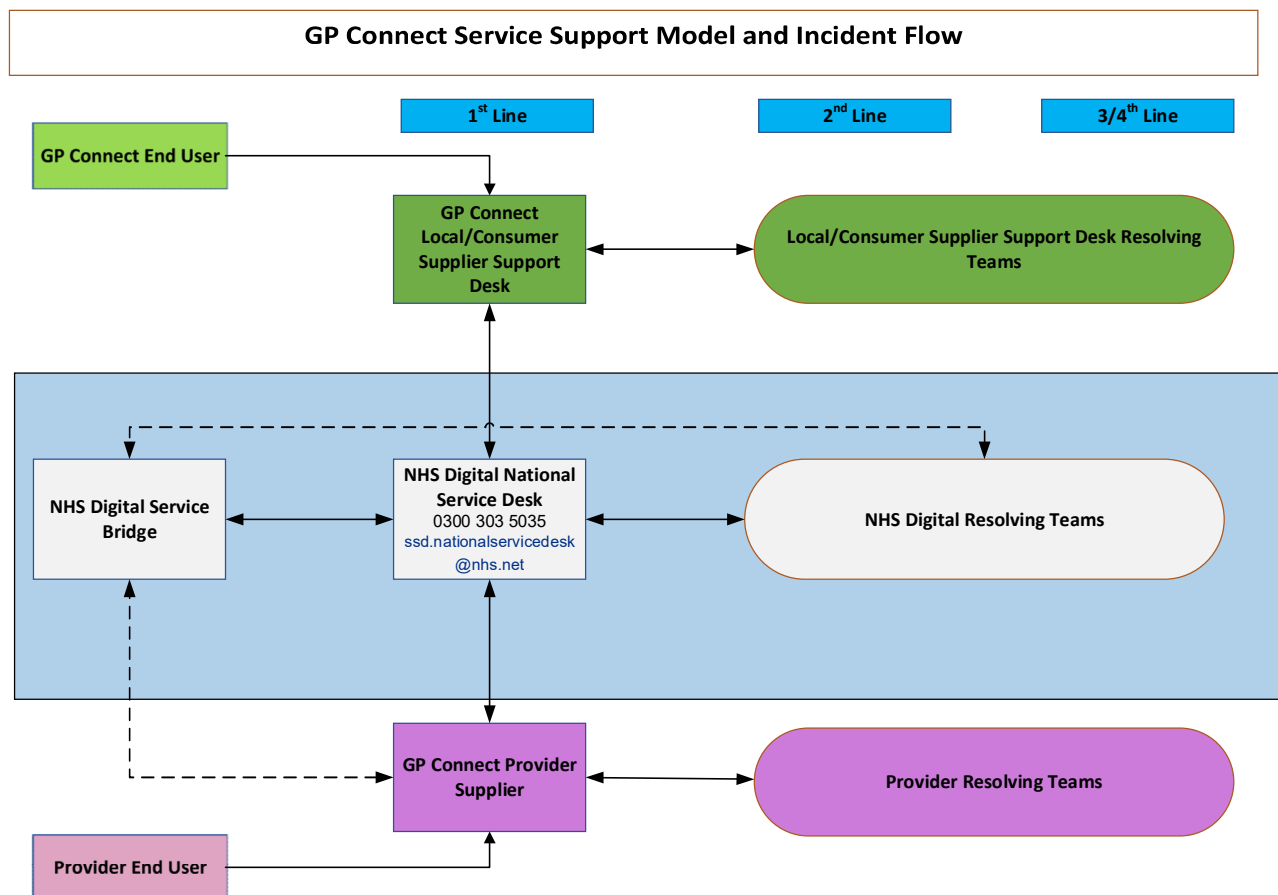
Incident resolution Times (during business support hours)

Sev1	4 hrs *
Sev2	8 hrs *
Sev3	20 hrs
Sev4	80 hrs
Sev5	200 hrs

* runs 24x7x365

3 Service Model and Process Flow

3.1 GP Connect Support Model and Incident Flow



3.2 Local/Consumer Helpdesk Log an Incident

On notification from an end user either the Local/Consumer Supplier Support Helpdesk will invoke their incident management process and allocate a unique incident number. NB where contact is made relating to a previously reported incident for the same user, the existing incident should be updated.

The helpdesk will gather information to categorise and prioritise the incident, this should include patient impact, criticality and any known or potential impact to clinical safety.

The helpdesk will use the information provided to allocate a severity to the incident, this will drive the fix time and priority for each incident. If the user does not feel that the allocated severity is appropriate then this should be challenged and additional justification provided to support the challenge.

In some circumstances the helpdesk may provide a workaround to resolve an incident. The workaround should be challenged if it introduces additional risk, adds significant delay to patient care, or is overly time consuming.

3.3 Is the Incident a High Severity Service Incident?

When the helpdesk has prioritised the incident a decision should be made as to whether the incident is a HSSI. A HSSI is any incident that has been assigned either as a severity 1 or severity 2 incident by the helpdesk, is impacting multiple sites, has clinical safety or security and information governance impact.

HSSI's need to be reported to the NHS Digital Service Bridge.

3.4 NHS Digital Service Bridge Coordinate Communication

Once notified of a HSSI the NHS Digital Service Bridge will work with the helpdesk and manage the ongoing communication of the incident to interested stakeholders who have signed up for the relevant Service Bridge updates. Updates will be provided on a regular basis as determined by the nature of the incident. The communication will be limited to providing an update on the incident and the service impacted.

3.5 Local/Consumer Supplier Helpdesk Investigate the Incident

When an incident is reported to either a Local or Consumer Supplier helpdesk it should be fully investigated to confirm if the incident is related to their system. The helpdesk should assign to the relevant internal teams to progress investigation and work towards a resolution.

3.6 Can the Local/Consumer Resolve Incident?

After full investigation, a decision should be made by either helpdesk as to whether the actions completed internally have resolved the incident.

3.7 Local/Consumer Supplier Helpdesk Complete MDS

In order to instigate logging a call with the NHS Digital National Service Desk the Consumer helpdesk should complete an MDS (Minimum Data Set) form and submit this to NSD via Weblog.

3.8 NHS Digital NSD Assess Incident

Based upon the information provided within the MDS form and conversations with the Consumer Supplier Helpdesk the NHS Digital NSD will:

- Provide initial quality assessment confirming whether to treat as an incident or service request
- Assess the reporter defined urgency and impact severity
- Classify the incident including incident type and incident detail integrity
- Identify the appropriate resolver group
- Where a call has been passed back from a Resolver Group assess who is the appropriate Resolver Group and assign

3.9 Have the Resolver Group resolved the incident?

Once the resolution activity has been completed by the Resolver Group it should be assessed if the incident is resolved, if the incident is not resolved it should be passed back to the NSD to assess and assign to the relevant resolver group.

3.10 Agree Closure with user

The closure of all incidents should be confirmed with the reporter to confirm that the incident has been resolved satisfactorily.

4 GP Connect Support Escalation Routes

4.1 NHS Digital Escalation Points

The Provider and Consumer's should refer to their own internal escalation procedures.

Incident escalations should be invoked via the National Service Desk. The on-call manager either in or out of hours will escalate to the relevant Technical teams.

If the above escalation routes have been exhausted the GP Connect Operations team can be contacted via GPConnectOperations@nhs.net.

5 Information Regarding Service Issues

5.1 NHS Digital Service Status page

NHS Digital provides a Service Status Page which can be accessed in two ways.

<http://servicestatus.nhs.uk/> requires an activated smartcard.

<http://nww.digital.nhs.uk/servicemanagement/status/> requires an N3 connection.

The content of the page from both links is the same.

The Service Status page details the current status of national services provided by NHS Digital.

The Service Status page also contains links to Reports, Open Incidents, Recently Closed Incidents (past 24 hours), National Problem Record Trackers, Announcements and an Announcement Archive.

5.2 Subscribing to GP Connect HSSI Notifications

At the bottom of the Service Status page is the option to subscribe to HSSI email notifications communications lists.

Users/Stakeholders of the GP Connect service who would like to receive the notifications to advise of HSSI, updates on their progress and resolution, should click 'communications list' at the bottom of the service status page and complete the High Severity Service Incident Communications request form giving details of the specific product/services and regions of interest.

The notifications that may be useful for GP Connect Stakeholders are listed below:

Spine	Incidents that may impact GP Connect functionality delivered by Spine including HSCN and PDS when attempting to access NHS patient details
Primary Care	Incidents that may impact the GP Systems
Identity	Incidents that may impact use of smartcards

5.3 Contact Details

National Service Desk	0300 303 5035 or ssd.nationalservicedesk@nhs.net
Supplier Helpdesk	Please refer to your own internal supplier contact details
Escalations	gpitservicemgmt@nhs.net