

DATE: 17 March 2008

SUBJECT: Home Oxygen Service – NHSmail

1. Background

The Department has been reviewing the current methodology of transferring patient identifiable information to and from the Home Oxygen Service (HOS) Suppliers.

The current service relies on a fax-based order system, and monthly reconciliation data being sent (via CDs or emails which are password protected) to the PCTs on a monthly basis.

The HOS would like to move Suppliers and PCTs to NHSmail to ensure patient identifiable information is sent through a secure network and is in compliance with the NHS Encryption Guidelines. The use of NHSmail enables safe and fast communication between the NHS and our HOS Suppliers.

NHSmail can be accessed either through the web-based application or integrated into a desktop email application. The web viewer can be accessed from any internet enabled computer. NHSmail allows approved users to transfer and receive emails in a secure format (e.g. encrypted), provided that both the sender and recipient are using NHSmail accounts.

As such, all the HOS Suppliers will be moving onto NHSmail, and the requirement is for all PCTs to register a HOS NHSmail account.

2. NHSmail

The Department is currently working with the HOS Suppliers in ensuring that they are registered with NHSmail accounts, with a target completion date of 30 April 2008.

The key benefits of using NHSmail for the HOS will be the following:

- The NHSmail service enables Patient Identifiable Data to be securely transmitted from one NHSmail user to another with no need to visit external sites to pick up or drop secure files, e.g. Tumbleweed as used in the Air Products Regions
- Users can access their NHSmail mailbox from any location
- NHSmail provides users with an email address 'for life' whilst working in NHS organisations
- User's primary email address can remain the same, and the NHSmail account can be added to a User's existing Microsoft Outlook profile
- Ability to send and receive information to and from GP practices (provided they are using their NHSmail account)
- Allow for the eventual transmission of the electronic HOOF, with the HOS Suppliers also being able to send acknowledgements electronically.

3. Next Steps and Timelines

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As a HOS NHS Regional Lead, we require your assistance in asking each PCT in your region to register a HOS NHSmail account.

Please see below the steps required and anticipated timescales to enable all PCTs to utilise a HOS NHSmail account.

1. Each PCT HOS Team Member to register themselves for NHSmail. Any NHS employee has the ability to self-register themselves for NHSmail at www.nhs.net.

Due by 15 April 2008.

2. Each PCT HOS Team Leader to contact their NHSmail Local Organisation Administrator (LOA) and ask for the creation of a generic HOS Mailbox, specifying which Users will need access.

Due by 15 April 2008.

3. Each HOS NHS Regional Lead to create a HOS NHSmail Contacts List by PCT, showing the generic NHSmail Account, PCT HOS Team Members Names, Roles, and individual NHSmail Addresses. Please send the completed Contacts List to Tayyab Jamil (tayyab.jamil@dh.gsi.gov.uk). Please see Annex 2 for proposed template.

Due by 25 April 2008.

4. The CCMU will create a Master Contacts List (including all PCTs and Suppliers NHSmail addresses) and circulate to the HOS NHS Regional Leads and Suppliers. The HOS NHS Regional Leads will then need to circulate the list to their PCT Teams and communicate that all patient sensitive information should now be sent/received via NHSmail going forward.

Due by 30 April 2008.

We have included a Q&A Section as an Annex for your PCT HOS Teams, which should be able to answer most of their immediate questions. If you have any further questions or concerns with regard to NHSmail, please contact your Local Administrator (LOA) or Tayyab Jamil (tayyab.jamil@dh.gsi.gov.uk) at the Department.

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Annex 1: Questions & Answers

Q. How do I register for NHSmail?

A. Go to www.nhs.net and select 'Register' – and follow the simple steps.

Q. I am not in the NHS Directory so cannot see myself on www.nhs.net. What should I do?

Anyone who currently works within the NHS should be on the Directory. If you are not, please contact your Local Administrator (LOA) for NHSmail and ask them to add you to the Directory. Once this is done, you can self-register.

Your IT Department will be able to tell you who your LOA is.

Q. How do we set up a generic HOS Mailbox on NHSmail?

All Users who will be involved in HOS within a PCT need to first set up their own NHSmail accounts. Once they are set up, contact your NHSmail Local Administrator (LOA) and ask them to set up a generic HOS Mailbox for your PCT, letting them know which Users require access to the Mailbox. The suggested Mailbox name is: HOS.NAMEPCT@nhs.net

Examples:

HOS.NorfolkPCT@nhs.net

HOS.WEssexPCT@nhs.net

HOS.SurreyPCT@nhs.net

Your IT Department will be able to tell you who your LOA is, and how to access the Mailbox.

Q. Will I need to upgrade or configure my current PC or Laptop to use NHSmail?

A. No, NHSmail can be accessed via the internet. However, if you use Microsoft Outlook, you can create an additional email account within your current profile and access NHSmail. You can even view the generic Mailboxes that you have access to. For details, visit www.nhs.net/downloads/Full_Outlook.pdf once you are registered.

Q. How do I know if what I am sending or receiving is secure?

A. The NHSmail network is encrypted and highly secure. So as long as both you and the other party are using NHSmail accounts (email addresses that end with @nhs.net) to transfer data, you can be sure that your information is secure.

Q. I currently have an NHS email account, i.e. jane.smith@derbypct.nhs.uk. Do I still need to register for NHSmail?

It is important to note that an NHSmail email address is one that ends with @nhs.net. All other email addresses that contain 'nhs' are not NHSmail addresses, and will not be sent through the secure encrypted network that NHSmail provides.

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Annex 2 – Template for PCT Contacts List

NOTE: The PCT Members and Addresses listed below are examples only.

PCT Name	Generic HOS Mailbox Address	HOS Team Member Name	Role	NHSmail Address
Norfolk PCT	HOS.NorfolkPCT@nhs.net	Jane Smith	Financial Analyst	jane.smith@nhs.net
Norfolk PCT	HOS.NorfolkPCT@nhs.net	Joe Bloggs	Clinical Lead	joe.bloggs@nhs.net
Norfolk PCT	HOS.NorfolkPCT@nhs.net	Sarah Smith	HOS Team Lead	sarah.smith@nhs.net
Surrey PCT	HOS.SurreyPCT@nhs.net	Jack Johnson	Financial Analyst	jack.johnson@nhs.net
Surrey PCT	HOS.SurreyPCT@nhs.net	Mike Jordan	Clinical Lead	mike.jordan@nhs.net
Surrey PCT	HOS.SurreyPCT@nhs.net	Mary Adams	HOS Team Lead	mary.adams@nhs.net
etc.				

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