



Information Governance

Contents

Page 04	Section 1 - Information Governance
Page 06	Section 2 - ISO Accreditation
Page 09	Section 3 - Data Protection Register
Page 12	Section 4 - GPSoC
Page 15	Section 5 - IG Toolkit
Page 17	Section 6 - System Architecture
Page 20	Section 7 - N3 Network
Page 22	Section 8 - Approval

Prescribing Services Ltd

Accreditations & Governance Summary

NHS Digital

Assurance of Prescribing Services Ltd.
Advice & Guidance Service

Phase 1 Assurance December 2016

Phase 2 Assurance October 2017

**Full Rollout Approval (FRA) Certificate
issued Nov 2017**

NHS England Section 251

Prescribing Services are accredited as a supplier of risk stratification solutions.

GPSoC

Organisation Name: Prescribing Services Ltd
Lot 1 & Lot 2 Qualification

SCCIO129

Organisation Name: Prescribing Services Ltd
Clinical Risk Management

ISO 27001 : 2013

Organisation Name: Prescribing Services Ltd
Certificate Number: 14128929
Original Approval: 29 July 2013
Current Certificate: 03 November 2017
Certificate Expiry: 28 July 2023

ISO 9001 : 2015

Organisation Name: Prescribing Services Ltd
Certificate Number: 14127268
Original Approval: 12 July 2013
Current Certificate: 01 November 2017
Certificate Expiry: 11 July 2023

ISO 14001 : 2015

Organisation Name: Prescribing Services Ltd
Certificate Number: 14127269
Original Approval: 21 August 2013
Current Certificate: 01 November 2017
Certificate Expiry: 20 August 2023

ICO. Data Protection Register

Organisation Name: Prescribing Services Ltd
Registration Reference: Z2536678
Date Registered: 04 February 2011
Registration Expires: 03 February 2018

Information Governance Toolkit

Organisation Name: Prescribing Services Ltd
Organisation Type: Commercial Third Party
Organisation Code: 8HX18
Assessment: Version 13 (2015-2016)
Date Published: 30/03/2016
Date Reviewed: 26/04/2016
Grade: Satisfactory

Approved NHS Health Research Authority database

Scholar (Secure Clinical Hub Leading to Online Learning And Reporting)
Date Approved: October 2017



Section 1 – Information Governance

The importance of Information Governance

Prescribing Services has always taken Information Governance and Data Confidentiality very seriously. From the design of the applications through to the data storage and the access of applications we have complied with all recommendations for NHS best practices and industry standards.

We have implemented security management systems, quality management systems in line with ISO accreditation standards and have embraced the Department of Health Information Governance policies and standards through completion of IG Toolkit while respecting our responsibility to manage the impact on the environment by implementing ISO 14001.

This document will list the key documents relating to the Information Governance processes of Prescribing Services.



Section 2 – ISO Accreditation

What is ISO?

ISO (International Organisation for Standardisation) develops and publishes internationally recognised standards that can be used consistently to ensure that products, processes and services are safe, reliable and of good quality. The standards cover many different areas but each one is designed to ensure that organisations are meeting the required standard and also regularly monitoring and reviewing all aspects of their ISO policies. In order to achieve accreditation, an organisation must be audited on an annual basis to verify that it is conforming to the standard in addition to its own on-going internal auditing.

ISO 27001 – Information Security Management

Information security management relates to all aspects of the security of an organisation's information assets, including confidentiality, integrity and availability of the company's data and safeguards against security breaches.

ISO 9001 – Quality Management

Quality management seeks to ensure that a company's products and services meet customer requirements and that quality is consistently improved.

ISO 14001 – Environmental Management

Environmental management covers all aspects of a company's responsibility to manage its impact on the environment.

Prescribing Services achieved accreditation to all three of the above ISO standards in July 2013.

ISO 27001 : 2013

Organisation Name: Prescribing Services Ltd
Certificate Number: 14128929
Original Approval: 29 July 2013
Current Certificate: 03 November 2017
Certificate Expiry: 28 July 2023

ISO 9001 : 2015

Organisation Name: Prescribing Services Ltd
Certificate Number: 14127268
Original Approval: 12 July 2013
Current Certificate: 01 November 2017
Certificate Expiry: 11 July 2023

ISO 14001 : 2015

Organisation Name: Prescribing Services Ltd
Certificate Number: 14127269
Original Approval: 21 August 2013
Current Certificate: 01 November 2017
Certificate Expiry: 20 August 2023



Section 3 – Data Protection Register

Data Protection Register

Registration Number: Z2536678
Date Registered: 04 February 2011 **Registration Expires:** 03 February 2018
Data Controller: PRESCRIBING SERVICES LTD
Address: 2 Regis Place, North Lynn Industrial Estate, King's Lynn PE30 2JN

This register entry describes, in very general terms, the personal data being processed by:

PRESCRIBING SERVICES LTD

Nature of work - Healthcare IT

Description of processing

The following is a broad description of the way this organisation/data controller processes personal information. To understand how your own personal information is processed you may need to refer to any personal communications you have received, check any privacy notices the organisation has provided or contact the organisation to ask about your personal circumstances.

Reasons/purposes for processing information

We process personal information to enable us to provide healthcare IT services, support and advice; managing our own staff, maintaining our accounts and records and promoting our services.

Type/classes of information processed

We process information relevant to the above reasons/purposes. This may include:

- personal details
- family details
- lifestyle and social circumstances
- education and employment details
- financial details
- goods and services provided

We also process sensitive classes of information that may include:

- racial and ethnic origin,
- physical or mental health details
- offences and alleged offences
- religious and similar beliefs

Who the information is processed about

We process personal information about:

- our employees
- customers and clients
- complainants, enquirers
- suppliers
- professional advisers and consultants

Who the information may be shared with

We sometimes need to share the personal information we process with the individual themselves and also with other organisations. Where this is necessary we are required to comply with all aspects of the Data Protection Act (DPA). What follows is a description of the types of organisations we may need to share some of the personal information we process with for one or more reasons.

Where necessary or required we share information with:

- family, associates and representatives of the person whose personal data we are processing
- current past and prospective employers
- other companies in the same group
- suppliers
- service providers
- financial organisations
- employment and recruitment agencies
- professional advisers and consultants
- business associates
- educators and examining bodies



Section 4 – GPSoC

GPSoC Framework

GP Systems of Choice provides a contractual framework to supply IT systems/services to GP practices and associated organisations in England. The framework allows a greater choice of centrally and locally-funded IT systems and services to GP Practices and CCGs.

GPSoC is split into three sections, or Lots, each providing different IT products and services.

GP Principal Clinical Systems and Subsidiary Modules (Lot 1)

This core functionality is essential for a modern, paper-light GP practice and includes GP Principal Clinical Systems, appointments software, decision support tools and patient facing services.

Additional GP IT Services (Lot 2)

These services support the GP practice, including office hardware, medical devices, training and consultancy. These items may or may not integrate with the Principal Clinical Systems.

Cross Care-Setting Interoperability Services (Lot 3)

These services help the GP practice to share information with other health-care providers, such as hospitals and pharmacies, in order to deliver a better end-to-end service for patients.

Prescribing Services is pleased to be part of the framework and was awarded the contract to supply Lot 1 Services in March 2014 and Lot 2 services in November 2014.

Below are the list of services available from Prescribing Services Ltd through the GPSoC Lot framework. A full list is available at <https://groups.ic.nhs.uk/GPSoCCatalogue/GPSoC%20Services/Forms/AllItems.aspx>

Prescribing Services Ltd	Eclipse 24 V1.0	Applications
Prescribing Services Ltd	Eclipse Live V1.0	Applications
Prescribing Services Ltd	Eclipse Passport V1.0	Applications
Prescribing Services Ltd	Eclipse Remote V1.0	Applications
Prescribing Services Ltd	Eclipse Analytics V1.0	Applications

The table on the following page shows the availability of services through GPSoC Lot 1.

GPSoc Lot 1 Accredited Services Register

The table below shows the following information. Click on the supplier names and coloured ticks to find out more about the services available.

- Lot 1 Suppliers intending to offer each service
- Principal Clinical Systems which the service integrates with
- Availability of each service for Call Off under the Lot 1 Framework

Lot 1 Services

KEY		GP Principal Clinical System	Appointments Module	Document Management	Workflow & Task Management	Patient Facing Services			Recently Defined Services**				
✓	Supplier expressed an intention to offer					Patient-Clinician Comms	Patients' Record Access	Patients' Transactional Services	Telehealth	Clinical Decision Support	Data Entry Forms	Mobile Clinical Applications	
✓	Supplier expressed an intention to offer												
✓	Supplier has submitted proposals against the formal requirements												
✓	Service has commenced assurance activities												
E	EMIS												
I	INPS												
M	Microtest												
T	TPP												
✓	Service is available for call off under Lot 1												
Lot 1 Suppliers	Advanced Health and Care ahc.health.sales@acsresource.com												✓
	Black Pear Software gpsoc.enquiries@blackpear.com												✓
	DXS International									✓			
	EMIS	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
	Infermed info@infermed.com									✓			
	Informatica Systems (BMJ)		✓							✓			
	In Practice Systems info@inps.co.uk	✓	✓		✓	✓	✓	✓	✓	✓	✓	✓	✓
	Integrated Care 24 david.brown@ic24.nhs.uk												✓
	iPlato Healthcare mHealth@iplato.net					✓	✓	✓					
	Merck Sharp & Dohme rebecca.wild@merck.com									✓			✓
	Microtest alan.trevennor@microtest.co.uk	✓	✓	✓	✓	✓	✓	✓		✓			✓
	PAERS info@paers.net					✓	✓	✓					
	P.C.T.I. Solutions sales@docman.com			✓									
	Prescribing Services					✓	✓		✓	✓			
	The Phoenix Partnership enquiries@tpp-uk.com	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
	UnitedHealth (Optum) info@optum.co.uk									✓			
	Wiggly-Amps info@wiggly-amps.com					✓	✓	✓					

*Not necessarily via a GPSoc-compliant Interface Mechanism

**Requirements were defined in December 2014 and suppliers were invited to submit proposals. These services will become available once proposals have been accepted and assured.

This table was last updated on 24.03.2015



Section 5 – IG Toolkit

IG Toolkit

Organisation Code: 8HX18

Version: 13 (2015-2016)

Published: 30/03/2016

Reviewed: 26/04/2016

IG (Information Governance) Toolkit is an online system which allows NHS organisations and partners to assess themselves against Department of Health Information Governance policies and standards. These policies relates to the way employees process or handle information and covers legal requirements and central guidance. Organisations are required to assess themselves against requirements for management structures and responsibilities, confidentiality and data protection, and information security. The purpose is to see whether information is handled correctly and protected from unauthorised access, loss, damage or destruction and to provide assurance that the organisation can be trusted to maintain the confidentiality and security of personal information.

Prescribing Services' latest IG Toolkit assessment (report 8HX18) was published and reviewed as satisfactory in April 2016.



Section 6 - System Architecture

System Architecture

Prescribing Services Ltd provides securely hosted data in combination with minimal impact on Patient Privacy. Our unique anonymisation system allows complex data to be stored and utilised without the need to identify the patient. Where the Patient does need to be identified, this can be undertaken by accessing our N3 Server, ensuring that Patient Safety is always put first.

Our system is web based and hosted by an ISO27001-accredited provider in a high-security environment within a nuclear bunker in Kent. All communication to the server is encrypted using 256bit SSL encryption. Access to the system is restricted to authorised individuals and patients through local workstations with internet access. There is a continual log of all activity through this portal. Internet Explorer 8.0 or higher will be required and a 2-factor authentication process is currently in operation.

Users are required to log on using a username and strong password combined with a second layer of authentication, which sends a single-use time-limited access code to the user's personal mobile phone or email address. All data will be transmitted using SSL encryption and will not be stored on local machines. Access to information will be logged to allow full auditing to take place.

Architecture Overview

The systems use a multi-tiered approach with a separate database layer, data access layer, business layer and presentation layer. Microsoft technologies are used throughout with best practices for development and maintenance employed by Microsoft Certified personnel.

Core infrastructure

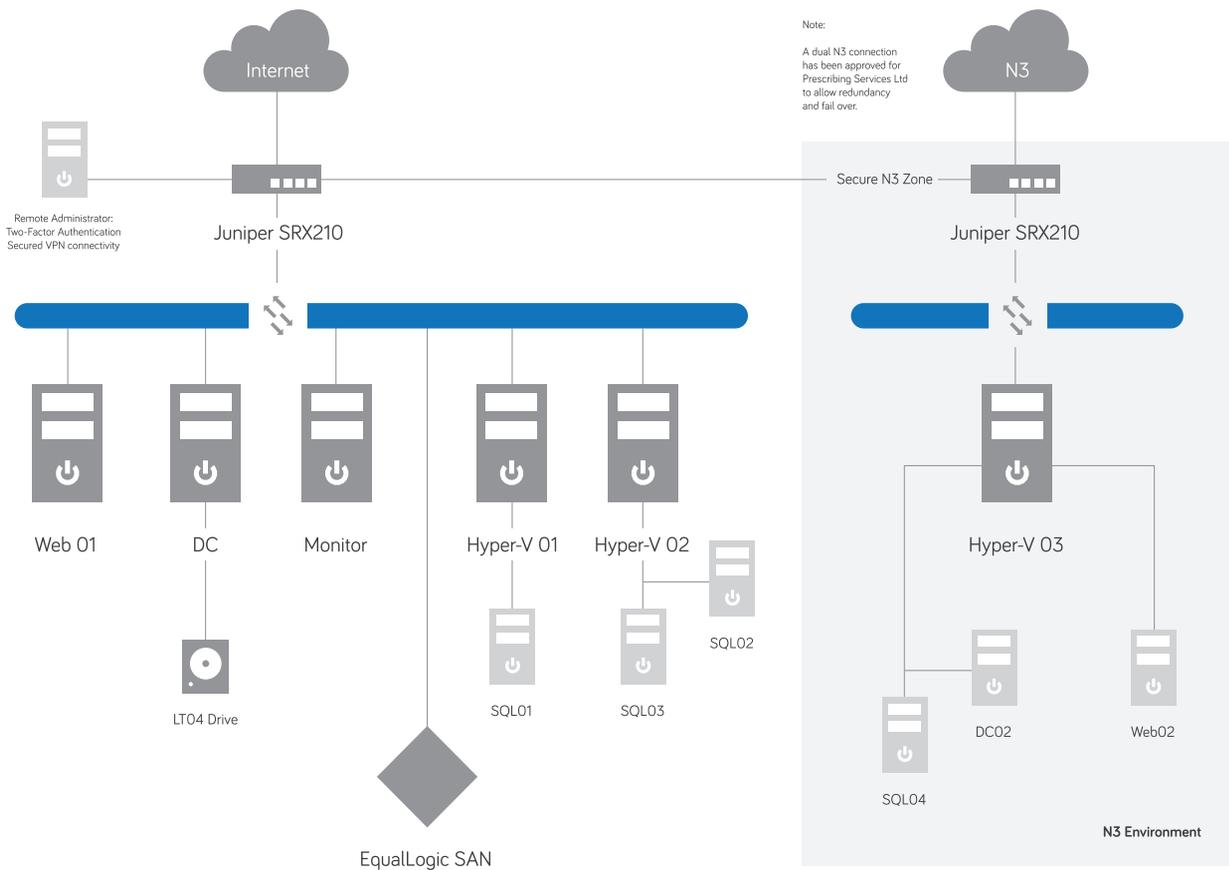
Multiple high-specification servers are used to create a virtualised cluster running SQL Server 2012 allowing load balancing and failover. Separate servers are used for web server requests, back-ups and monitoring. All internet-bound traffic is routed through a dedicated server-based firewall system. Storage is provided by a hybrid SAN drive containing high-speed SSD and mechanical drives. Scalability has been considered to manage all future demand. Redundancy of core components has been utilised to ensure both availability and resiliency are optimised.

Database Layer

The database layer is provided by multiple instances of SQL Server 2012 running replication. Each server is allowed at least 4 CPU cores and 64Gb of RAM.

Data Access Layer

All database access is separated into the data access layer. It is programmed in C#.Net and utilises ADO.Net to provide a fast, efficient access to the data warehouse.



Business Access Layer

The business access layer is also programmed in C#.Net and controlling the logical workflow of the application.

Presentation Layer

The presentation layer is programmed in C# for ASP.Net, utilising the latest technologies where possible to increase efficiency and improve user experience.

Scalability

Systems are designed with future scalability in mind. All systems run on a virtualised environment created using multiple high-specification servers. System resources and bandwidth are constantly monitored and a large overhead is kept in reserve. Should the monitoring system detect usage is exploiting reserve processing resources upgrades are initiated. Due to the virtualised nature of the setup additional resources and nodes can be quickly and easily allocated with little or no downtime.

Implication for Practice Systems

In use, all systems are web based applications requiring only an internet connection and a compatible web browser. The demands for data uploads will be minimal. There is a requirement for data to be uploaded on a weekly basis which will require searches to be run on practice systems to generate the extracted data. However, these uploads are run as low priority to avoid causing disruption to practice systems. The overall bandwidth requirements of uploads is low with an average of 12MB per week of data being transmitted from the practice system to the Prescribing Services data warehouse.

Service Deployment Type classification

System ID	System Name	Classification
PSL02	Eclipse Live	Data Centre Hosted
PSL03	Eclipse 24	Data Centre Hosted



Section 7 – N3 Network

N3 Connection

Prescribing Services Ltd has successfully completed the NHS Connecting for Health Information Governance Statement of Compliance (IGSoC) process and has been approved for the installation of the N3 directly into the Bunker data centre.

A primary and secondary line have been installed to allow secure data transfer within the N3 network and removing single points of failure to improve resilience.



Section 8 – Approval

Approval

- Our Eclipse Solutions systems have been designed to embrace best practice:
 - Our Eclipse Live risk stratification system is accessed as a secure encrypted website
 - It is capable of fully integrating with all GP systems
 - No modifications are required to existing systems
 - The project is capable of significant expansion within a CCG and within a region
 - No personally identifiable patient data is extracted
 - Any data relating to patients who have opted out of the IT is excluded
 - All data is strongly encrypted (a combination of symmetric and asymmetric encryption algorithms, Triple DES and RSA 1024) before transmission, and utilises public and private key pairs unique to each project.
- Our Eclipse Live system has been approved by 25 separate CCG Information Governance Teams
- Our Contracts have been approved by the CSU
- The NHS England Any Town Toolkit applauds our “Safe and appropriate use of medicines – reducing the number of preventable deaths from medication-related incidents through Eclipse Live”*
- HSCIC has awarded a centralised contract to Prescribing Services for GPSOC Lot 1 and Lot 2.
- Prescribing Services Ltd is a Section 251 Risk Stratification service provider.
www.england.nhs.uk/wp-content/uploads/2016/10/risk-strat-apprv-orgs-10-oct-16.pdf

* <http://www.england.nhs.uk/2014/01/24/any-town/>