NHS England

Primary Care Digital Maturity Index Survey Questions

Questions 1-4 relate to contact details

Infrastructure - baseline understanding

WAN

5   What percentage of GP IT WAN will be a managed service (i.e. not directly connected to N3)? **drop down:**
    0%, 1-10%, 11-20%, 21-30%, 31-40%, 41-50%, 51-60%, 61-70%, 71-80%, 81-90%, 91-100%.

6   What percentage of your non N3 GP IT estate is protected by a firewall? **drop down: 0%, 1-10%, 11-20%, 21-30%, 31-40%, 41-50%, 51-60%, 61-70%, 71-80%, 81-90%, 91-100%.**

7   What percentage of your estate has the following speed connection: **drop down, showing 4 options:**
    <3Mbps 0%, 1-10%, 11-20%, 21-30%, 31-40%, 41-50%, 51-60%, 61-70%, 71-80%, 81-90%, 91-100%.
    3-5 Mbps 0%, 1-10%, 11-20%, 21-30%, 31-40%, 41-50%, 51-60%, 61-70%, 71-80%, 81-90%, 91-100%.
    6-10 Mbps 0%, 1-10%, 11-20%, 21-30%, 31-40%, 41-50%, 51-60%, 61-70%, 71-80%, 81-90%, 91-100%.
    >10 Mbps 0%, 1-10%, 11-20%, 21-30%, 31-40%, 41-50%, 51-60%, 61-70%, 71-80%, 81-90%, 91-100%.
    All nominated percentages must add up to 100% in total.

8   What percentage of your estate accesses N3 via a CoIN? **drop down: 0%, 1-10%, 11-20%, 21-30%, 31-40%, 41-50%, 51-60%, 61-70%, 71-80%, 81-90%, 91-100%.**

9   If you provide a CoIN which crosses other care settings, is the cost equitably shared between the recipients of the service? Yes or No

10 What services do you run over N3/CoIN? **drop down with 3 options: VPN; IP Telephony; and Other**

LAN

11 What speed of switches are in use across your estate? **Drop down, showing 4 options: Hub, not switch; 100Mb; 1Gb; and > 1 Gb. with the following percentages against each option: 0%, 1-10%, 11-20%, 21-30%, 31-40%, 41-50%, 51-60%, 61-70%, 71-80%, 81-90%, 91-100%. All nominated percentages must add up to 100% in total.**

12 What Ethernet Cabling specification is deployed across your GP IT estate? (Note – if you do not have Ethernet cabling installed select "Other") **Drop down, requesting choices from 5 options: Ethernet Cat 5 or Cat 5e; Ethernet Cat 6; Ethernet Cat 6A; Ethernet Cat 7 (or greater); and Other. With the following percentages against each option: 0%, 1-10%,11-20%, 21-30%, 31-40%, 41-50%,51-60%, 61-70%, 71-80%, 81-90%, and 91-100%. All nominated percentages must add up to 100% in total.**

If "**Other**" has been chosen, please detail the physical network cabling type you do have in the box below **(text box provided).**

13 What percentage of practices have a wireless network? **drop down: 0%, 1-10%, 11-20%, 21-30%, 31-40%, 41-50%, 51-60%, 61-70%, 71-80%, 81-90%, 91-100%.**

14 If a wireless network is available, who provides it? **drop down, showing 4 options: Private Network only - wholly self-provided and managed; Private Network and Public Network – wholly self-provided and managed; Private Network self-managed, Public network provided by a 3rd party; and Private and Public network provided by a 3rd party. With the following percentages against each option: 0%, 1-10%,11-20%, 21-30%, 31-40%, 41-50%,51-60%, 61-70%, 71-80%, 81-90%, and 91-100%. All nominated percentages must add up to 100% in total.**

15 If a wireless network is provided by a 3rd party, please select the provider **drop down, showing 6 options: as part of the IT contract; BT Hotspot; The Cloud; Candengo/airangel; iPass; and Other.**

If "**Other**" has been chosen, please provide the supplier detail in the box below **(text box provided)**

16 What percentage of wireless provision is remotely managed? **: 0%, 1-10%,11-20%, 21-30%, 31-40%, 41-50%,51-60%, 61-70%, 71-80%, 81-90%, and 91-100%.**

17 Please document any additional services that you are running over wireless *(***text box provided***)*

WORKSTATIONS

The following specification is shown:

"The equipment must meet recommended specifications for National Systems and the relevant GPSoC systems, and is able to run multiple systems simultaneously, (e.g. GP principal clinical system, Choose & Book, office productivity software, etc.) at the same time, efficiently, and in a timely manner to support patient care. The type of equipment provided is appropriate to the relevant care setting".

18 What percentage of your estate meets the requirement above: **drop down: 0%, 1-10%, 11-20%, 21-30%, 31-40%, 41-50%, 51-60%, 61-70%, 71-80%, 81-90%, and 91-100%.**

19 Will you be running Windows XP anywhere on your GP IT estate in April 2015? Yes or No

If Yes, what percentage of your estate will be running Windows XP? **drop down: 0%, 1-10%, 11-20%, 21-30%, 31-40%, 41-50%, 51-60%, 61-70%, 71-80%, 81-90%, and 91-100%.**

20 How many current GP IT workstation assets do you have? **drop down, showing 8 options: 1-200, 201-300, 301-400, 401-500, 501-600, 601-700,701-800, and 800- 1000, 1000+**

21 What is age profile of your GP IT workstation assets? **Drop down, requesting figures from 5 options: less than 2 years; 2 to 3 years; 3 to 4 years; 4 to 5 years; more than 5 years. With the following percentage choices against each option: 0%, 1-10%,11-20%, 21-30%, 31-40%, 41-50%,51-60%, 61-70%, 71-80%, 81-90%, and 91-100%. All nominated percentages must add up to 100% in total**

22 Do you have any iPads/Tablets or Smartphones that are provided under GP IT? Yes or No

If Yes, how many? **drop down showing the following**:
iPads/Tablets **– choose from 4 options: 1-20, 21-50, 51-100, 101+**
Smartphones **– choose from 4 options: 1-20, 21-50, 51-100, 101+**

23 Do you support mobile working? Yes or No

If Yes, what percentage of staff use this? **drop down: 0%, 1-10%, 11-20%, 21-30%, 31-40%, 41-50%, 51-60%, 61-70%, 71-80%, 81-90%, 91-100%.**

If Yes, Are your mobile devices managed? Yes or No

PERIPHERALS (e.g. scanners/printers etc.)

24 Do your practices pay for their own peripherals outside of GP IT funding? Yes or No

If Yes, what percentage of practices do this? **drop down: 0%, 1-10%, 11-20%, 21-30%, 31-40%, 41-50%, 51-60%, 61-70%, 71-80%, 81-90%, 91-100%.**

SERVERS

The following specification is shown:

"Servers must meet the recommended specification for national systems where applicable and the relevant GPSoC systems, and should be generally fit for purpose".

25 What percentage of your estate meets the requirement above? **drop down: 0%, 1-10%, 11-20%, 21-30%, 31-40%, 41-50%, 51-60%, 61-70%, 71-80%, 81-90%, 91-100%.**

26 What percentage of your current GP IT estate requires the use of local servers for GPSoC systems? **drop down: 0%, 1-10%, 11-20%, 21-30%, 31-40%, 41-50%, 51-60%, 61-70%, 71-80%, 81-90%, 91-100%.**

27 What percentage of GP Practices have local servers maintained under GP IT? **drop down: 0%, 1-10%, 11-20%, 21-30%, 31-40%, 41-50%, 51-60%, 61-70%, 71-80%, 81-90%, 91-100%.**

Core GP IT services

General

28 Are the services shown in this section provided "in house" or by a Delivery Partner?? **drop down two options: either "in house" or Delivery partner").** If "Delivery Partner**", a further drop down allowing the CCG to choose the relevant CSU, or ""other", option from this list:**

- **NHS North of England Commissioning Support Unit**
- **NHS Cheshire and Merseyside Commissioning Support Unit**
- **NHS Greater Manchester Commissioning Support Unit**
- **NHS Staffordshire and Lancashire Commissioning Support Unit**
- **NHS North Yorkshire and Humber Commissioning Support Unit**
- **NHS West and South Yorkshire and Bassetlaw Commissioning Support Unit**
- **NHS Arden Commissioning Support Unit**
- **NHS Central Midlands Commissioning Support Unit**
- **NHS Greater East Midlands Commissioning Support Unit**
- **NHS Anglia Commissioning Support Unit**
- **NHS Central Eastern Commissioning Support Unit**
- **NHS North & East London Commissioning Support Unit**
- **NHS North West London Commissioning Support Unit**
- **NHS South London Commissioning Support Unit**
- **NHS South West Commissioning Support Unit**
- **NHS Kent and Medway Commissioning Support Unit**
- **NHS Surrey & Sussex Commissioning Support Unit**
- **NHS South Commissioning Support Unit**
- **NHS Central Southern Commissioning Support Unit**
- **Other**

29 How many CCG staff are dedicated to GP IT? **drop down: 1-5, 6-8, >9**

30 Does your CCG pay for these staff out of GP IT funding or out of its own running costs? **Drop down asking for a tick in the relevant option**

Service Desk

31 Please document the response times that you have committed to under the conditions of your SLA in the box below:

Severity / SLA Timescale for Fix	0-2 business hours	3-4 business hours	5-8 business hours	9-12 business hours	>12 business hours
Severity 1 (High)					
Severity 2					
Severity 3					

32 In relation to the above, what % of calls have been resolved within SLA over the last Quarter? **drop down, 0%, 1-10%, 11-20%, 21-30%, 31-40%, 41-50%, 51-60%, 61-70%, 71-80%, 81-90%, 91-100%. Please provide the percentage that represents *overall* Service Desk performance**

33 In relation to the above, Do you have an escalation process for your GP IT service? Yes or No.

If Yes, What percentage of GPs and their staff know how to escalate correctly? **drop down: 0%, 1-10%, 11-20%, 21-30%, 31-40%, 41-50%, 51-60%, 61-70%, 71-80%, 81-90%, 91-100%.**

34 What will be the cost of the service? (£000s)

35 Is your Service Desk shared between more than one CCG? Yes or No

36 What are your service desk core operating hours? **drop down, showing a 24 hour clock start and finish time option to choose from**

37 Does your Service Desk provide an out of hours service? Yes or No

General Infrastructure Service

38 What will be the cost of the service? (£000s)

39 What are the core operating hours of the service? **drop down, showing a 24 hour clock start and finish time option to choose from**

40 Do you provide a General Infrastructure Service out of hours service? Yes or No

41 What percentage of your GP IT estate is enabled for remote support? **drop down: 0%, 1-10%, 11-20%, 21-30%, 31-40%, 41-50%, 51-60%, 61-70%, 71-80%, 81-90%, 91-100%.**

42 What percentage of your GP IT estate has "resilient centralised data storage" (i.e. cloud or hosted)? **drop down: 0%, 1-10%, 11-20%, 21-30%, 31-40%, 41-50%, 51-60%, 61-70%, 71-80%, 81-90%, 91-100%.**

Local Clinical Server Support

43 What will be the cost of the service in £000s?

44 What percentage of your GP IT estate local clinical servers are enabled for remote support? **drop down: 0%, 1-10%, 11-20%, 21-30%, 31-40%, 41-50%, 51-60%, 61-70%, 71-80%, 81-90%, 91-100%.**

Desktop Maintenance and Support Service

45 What will be the cost of the service in £000s?

46 Do you provide a Desktop maintenance out of hours service? Yes or No

47 What percentage of your Desktop estate is enabled for remote support? **drop down: 0%, 1-10%, 11-20%, 21-30%, 31-40%, 41-50%, 51-60%, 61-70%, 71-80%, 81-90%, 91-100%.**

Disaster Recovery and Business Continuity Support Service

48 Do you or your GP IT Delivery Partner offer a disaster recovery support service? Yes or No

49 What will be the cost of the service in £000s?

Asset Management & Software Licencing Service

50 What will be the cost of the service in £000s?

51 As a percentage, how accurate and up to date are the asset registers across your estate? **drop down: 0%, 1-10%, 11-20%, 21-30%, 31-40%, 41-50%, 51-60%, 61-70%, 71-80%, 81-90%, 91-100%.**

52 As a percentage, how accurate and up to date are the software licenses across your estate? **drop down: 0%, 1-10%, 11-20%, 21-30%, 31-40%, 41-50%, 51-60%, 61-70%, 71-80%, 81-90%, 91-100%.**

Supplier Management and Procurement Service

53 What will be the cost of the service in £000s?

54 Does your service provider manage this or is it provided in-house? **drop down, showing either/or**

On-going Support for GP Clinical Systems

55 What will be the cost of the service in £000s?

56 Does your GP IT delivery partner provide first line clinical system support? Yes or No.

If No, how is it provided? **drop down, asking for a choice from the following 3 options: 3rd party contractor; GP clinical system supplier; and other.**

If you selected **"other"**, please specify the provider.

Technology Infrastructure Refresh Service

57 What will be the cost of the service in £000s?

58 Is the service supported by a permanent technology refresh team? Yes or No

Training Service

59 What will be the cost of the service in £000s?

60 How is your GP training normally provided, excluding national systems? **drop down, asking for a choice from the following 3 options: GP IT Delivery Partner; GP clinical systems supplier; and Other 3rd party.**

61 Who supplies training staff on national systems/? **drop down, asking for a choice from the following 3 options: GP IT Delivery Partner; GP clinical systems supplier; and Other 3rd party.**

National Strategic System Implementation Service

62 What will be the cost of the service in £000s?

63 Will you have a local deployment team? Yes or No

If Yes, how much will it cost (in £000s)?

Routine Project and Change Management Service

64 What will be the cost of the service in £000s?

65 How is the Routine Project and Change Management Service delivered? **drop down, asking for a choice from the following 4 options: GP IT Delivery Partner; In-house; Additional 3rd party; and Other**

Add-on GP IT services

Additional Infrastructure and Hardware Services

66 What will be the cost of the service in £000s?

67 If the CCG is delivering additional services within this category, please tick the additional "discretionary" services that you are providing in the boxes below: - **boxes, covering the following:**

- **Top Up N3 service**
- **Wide Area Network/Private Network/Community of Interest Network (COIN).**
- **Additional workstations, printers, servers and hardware to support Add-on GP IT Services.**
- **IP telephony/D31PCs and networking equipment to support telephony/IP Contact Centre for GP appointment lines/Telephony system voicemail and call flow functionality.**
- **Additional network ports and power sockets in GP practices or other premises with GP Services that are in addition to implementing the general practice clinical system**
- **Remote access solutions i.e.) Virtual Desktop Interface (VDI), Smartcard/Remote Secure Access Token authentication etc.**
- **Virtual desktop solutions to support agile/remote working**
- **Other**

If you selected **"Other",** please give details in the box below. **Box, allowing for details of any additional "discretionary" service/s to be entered.**

Additional Service Provision

68 What will be the cost of the service in £000s?

69 If the CCG is delivering additional services within this category, please tick the additional "discretionary" services that you are providing in the boxes below: - **boxes, covering the following:**

- **Discharge and referral messaging systems**
- **Record sharing initiatives and support for service/commissioning re-design**
- **Systems that link in to other services (e.g. order communications, local data warehouse and patient indexes)**
- **Local Enhanced Services and GP Specialist Interest schemes**
- **Mobile computing and handheld devices including tablets**
- **Additional software and operating systems to support general practice clinical system enhancements**
- **Additional software and operating systems to support clinical communications and system interoperability**
- **Additional workstations, printers, servers and hardware to support add-on services**
- **Patient arrival and kiosk systems, patient touch screens**
- **Display screens (e.g. 40 inch TV screens and), projectors, multi-function devices, webcams**
- **Macro utilities (e.g. keyboard express)**
- **Community modules for general practice clinical systems**

- **Blood pressure monitoring, Spirometry, 24 ECG hardware and software**
- **Web Portal platforms and websites, including patient access systems**
- **A&E, MIU, and NHS Direct/111 links**
- **Compliance testing/installation/support of additional specialist software products, e.g. software for chronic disease management, drug monitoring, anticoagulation management software, dispensary software, dictation software**
- **Tele medicine hardware and software**
- **Health related diagnostic software which is of benefit to patients and practices**
- **Prescribing decision support tools**
- **Risk Stratification Systems**
- **External parties working from general practice premises and or accessing GP IT Core infrastructure**
- **Hospital admissions monitoring**
- **Acute, mental and community health dashboards**
- **Data extract, transfer and analysis (in support of Public Health, Child Health and contracting monitoring)**
- **Other**

If you selected **"Other"**, please give details in the box below. **Box, allowing for details of any additional "discretionary" service/s to be entered.**

Additional GPSoC Services

70 Do you provide any additional GPSoC Services which are not listed as core GP IT services, including Lot 1 subsidiary modules? Yes or No

If Yes, what will be the cost of the additional service/s in £000s?

Informatics Strategy Support and Planning

71 What will be the cost of the service in £000s?

Estates Strategy Service

72 What will be the cost of the service in £000s?

Exploitation and Optimisation of Core Clinical systems

73 What is the cost of the service in £000s?

Primary Care Data Quality Service

74 What is the cost of the service in £000s?

John Sadler,

Programme Lead Primary Care Digital Maturity Index/Primary Care Systems Commissioning Manager,

Patient & Information Directorate

Mobile: 07918 368380

england.digitalprimarycare@nhs.net

NHS England, 80 London Road, London, SE1 6LH NHS England 7E14, Quarry House, Leeds

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