



## Urgent Care Plan

### User and Organisation Standard Operating Procedure

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## **Purpose**

The purpose of this operating procedure is to set out the Urgent Care Programme (UCP) user and organisation onboarding process, to ensure the safe and effective utilisation of the digital coordinated care planning application for London.

The UCP help is responsible for the user onboarding process and shall receive, log, prioritise, assign, track, escalate, resolve, close and archive queries relating to access to the UCP. Help desk will be normally operational from Monday to Friday, 9AM to 5PM except for any public/bank holidays.

## Organisation Onboarding

The exchange of information between organisations must always adhere to legal requirements such as the Data Protection Act 2018 and the General Data Protection Regulation. Each organisation that supplies patient information through the UCP platform is the Data Controller of that information and has specific responsibilities toward it.

Organisations which have a legal right to access the UCP must be:

- Named in the ICS Better onboarding DPIA (organisation and ODS code)
- Data Security and Protection Toolkit compliant at Standards Met

For organisations that are not named in the ICS Better onboarding DPIA at go-live, but wish to onboard to the UCP, shall request access by completing the [new organisation onboarding form](#).

On receipt of the new organisation onboarding form, help desk shall follow the steps detailed in the table below

Task	Detail
<b>Organisation verification</b>	Search for the organisation via the NHS Digital ODS Portal <a href="#">NHS Digital ODS Portal</a>
<b>DPIA verification</b>	Check organisation is not already listed in the ICS Better Onboarding DPIA
<b>DSPT compliance</b>	Check organisation DSPT compliant at standards met via the DSPT Toolkit <a href="#">Organisation Search (dsptoolkit.nhs.uk)</a>
<b>ISC onboarding approval</b>	Where an organisation is DSPT compliant but not listed in the Better onboarding DPIA, help desk shall seek onboarding approval from ICL Lead

## **User Onboarding**

The majority of UCP users will access the UCP via their native EPR system, such as EMIS, TPP SystemOne, Cleric and the London Care Record. A small number of users will access the UCP via the UCP web portal and for these users, help desk will issue web portal credentials.

UCP user access will only be provided to those users that are employed by an organisation that has a legal right to access the UCP.

## **User Removal/Expiration**

It will be the responsibility of the onboarded organisation to notify the UCP of a user account that needs to be expired for example where a user has moved organisation or access to the UCP is no longer required. The responsible organisation manager shall log a general ticket with the UCP Helpdesk via [Contact – Urgent Care Plan \(onelondon.online\)](#)

## Acceptable Email Domains

The following email domains will be accepted nhs.net; nhs.uk; .gov; and any such domains, listed on [The secure email standard - NHS Digital](#).

Email domains such as .org, .co.uk or those that are not listed on the NHSD secure email list, will be assessed by the UCP clinical team at every clinical touchpoint meeting.

New web portal users shall request UCP access by completing the **User Access Form** [User Access Form - Care planning system \(office.com\)](#)

Where an organisation has multiple users to be onboarded, the authorised manager shall request multiple user access (10 or more) by completing the **Multiple User Access Form** [UCP-Multiple-Request-UAF.xlsx \(live.com\)](#)

## UCP Connectivity (Network)

Most onboarding organisations will be operating on the Health and Social Care Network (HSCN). The HSCN provides the underlying network arrangements to help integrate and transform health and social care services by enabling them to access and share information more reliably, flexibly and efficiently while benefiting from improved network and bandwidth capacity <https://london-scpa-hscn.better.care/>

## Non-HSCN

User accessing the UCP Web Portal via a **non-HSCN** network, such as the public internet, will be required to undertake an additional authentication step. User will be sent a special code to their email, which they will need to enter on the web portal as part of the login procedure <https://london-scpa.better.care/>

## User Role Based Access Controls (RBAC)

The user permissions for viewing, creating or editing care plans (role-based access) will be determined by your role entered on the user access form, using Appendix 1 as a guide.

For non-web portal access, the UCP user permissions to view or edit care sections of the UCP will be assigned based on host system user 'role-based access control' rights. For example, a GP using EMIS will have their permissions from EMIS or their smartcard, passed through to the UCP to enable them to view and edit all sections of the care plan.

### 4 UCP role types

Role	Permissions
<b>Clinical</b>	Full read/edit rights
<b>Non-Clinical</b>	Can save as progress all sections of the care plan, but only submit non-clinical sections such as demographic information and patient preferences.
<b>Urgent Care</b>	View-only rights.
<b>System Administrator (UCP Internal Use)</b>	User and organisation registration, care plan management.

On receipt of the new user access form, help desk shall follow the steps detailed in the table below

Task	Detail
<b>Organisation verification</b>	Check organisation is already listed in the ICS Better Onboarding DPIA, located on sharepoint
<b>Account onboarding</b>	Check email domain is approved for UCP use <a href="#">The secure email standard - NHS Digital</a> .
<b>Account provision</b>	Configure user on Zendesk and issue credential (please refer to user management SOP

## Appendix 1

Below is a table which maps a job title to a UCP role, excluding the UCP Admin role. Please use this as a guide for login creation, any queries should be escalated to a senior member of the team.

<b>Description</b>	<b>CMC Role</b>
111 Clinician	Urgent Care
111 Supervisor	Urgent Care
A&E Liaison Officer	Non-Clinical
Access Co-ordinator	Non-Clinical
Accident & Emergency Staff	Urgent Care
Approved Social Worker	Non-Clinical
Assistant Care Manager	Non-Clinical
Assistant Team Manager	Non-Clinical
Behavioural Specialist	Non-Clinical
Care Manager	Non-Clinical
Nurse	Clinician
Clinical Administrator	Office Admin
Clinical Lead	Clinician
Clinical Nurse Specialist	Clinician
Community Nurse	Clinician
Community Paediatrician	Clinician
Community Psychiatric Nurse	Clinician
Community Support Worker	Non-Clinical
Consultant Medical	Clinician
District Nurse	Clinician



Duty Social Worker	Non-Clinical
Education Social Worker	Non-Clinical
Family Worker	Non-Clinical
General Practitioner	Clinician
Health Care Assistant	Non-Clinical
Junior Doctor	Clinician
Occupational Therapist	Clinician
OOH GP	Urgent Care
Paramedic	Urgent Care
Practice Manager	Non-Clinical
Registrar	Clinician
Reviewing Officer	Non-Clinical
Senior Social Worker	Non-Clinical
Social Worker	Office Admin
Social Worker Supervisor	Non-Clinical
Speech and Language Therapist	Clinician
Staff Nurse	Clinician
Trainee Social Worker	Non-Clinical