Informatics Update - COVID-19

Issue 3 - 2nd April 2020

Requests for Assistance

> ➢ DIT staff are being inundated with requests for remote access, hardware and software items. This means they are unable to deliver key services and meet the priority needs of the Trust. Please do not contact DIT staff members directly if you have any issues or need assistance as formal processes exist for these purposes. This document reiterates the processes for requesting Remote Access, Hardware, Access to Video Consultation and issues/escalations.
>
> ➢ DIT will only be able to action requests submitted through these formal channels and prioritised with Angie Craig (ADOP Performance).

Informatics Service Desk
> ➢ All faults/issues and escalations should be reported to the Informatics Service Desk in the usual way, email informaticsservicedesk.lth@nhs.net or call 0113 (39) 26655. Please do not call members of the Informatics team directly as we need to ensure your query is actioned by the most appropriate team.

Out of hours
> ➢ Please ensure you only contact on call Informatics staff if absolutely necessary. This service is for major, widespread incidents only and other requests should be directed through Service Desk.

Request for help - Windows 7 devices

> ➢ The IT department is in urgent need of LTHT Windows 7 devices to fulfil demand for clinical staff to work remotely.
>
> ➢ If you have a device that you do not need to access installed clinical systems and only need access to the Internet, G Drive, Office applications and are willing to swap out for a new Windows 10 device, please can you contact leedsth-tr.wfhworkstationrequest@nhs.net
>
> ➢ You will still be able to access web based applications such as PPM+ and Xero viewer from a Windows 10 device.

Remote Working

How to use the VPN
> ➢ If you are working remotely you only need to connect using the VPN to access trust systems or trust drives, like the G: Drive (only available with Level 2 access on a trust laptop). If you are not doing these tasks and are working on a document, completing email

or just taking a break could you please disconnect your VPN. This will help alleviate pressure on the Trust infrastructure as there are limits on the connections we can support.

Requesting Remote Access

➢ The level of access available differs depending on whether you are using a trust or personal device.

➢ **** Please be aware that the trust has now upgraded its Level 1 access. The old level 1 portal access should not be used.** To upgrade please email leedsth-tr.TCSAccountAdmin@nhs.net. You do not need to complete another remote access form to upgrade. This will allow you to access a more comprehensive range of web applications from your own device.

➢ To see the updated list of the websites available through the enhanced Level 1 access, please click here.

➢ To request access please complete the form located on the Trust Intranet at http://lthweb.leedsth.nhs.uk/sites/trust-computer-services/homepage/downloads

➢ Click, download & complete the Remote Access Request Form

➢ Please email the completed form to leedsth-tr.TCSAccountAdmin@nhs.net

Accessing emails

➢ You can use your own device

➢ No LTHT network access is required (Just a device connected to the internet)

➢ Help with accessing to NHS Mail is located at https://support.nhs.net/article-categories/user-guide/

Requests for hardware to support remote working

➢ If you feel you do not have sufficient hardware in your service to support remote working then please email leedsth-tr.wfhworkstationrequest@nhs.net and detail your requirements.

➢ Please also supply details of the systems you/your staff need access to in order to perform their roles as this will help us determine whether they can use a personal device or require a trust laptop. (NB - you will still need to request remote access as per the process above).

Video Consultation

➢ Please use Attend Anywhere for video patient consultations. You can request access by emailing leedsth-tr.videoconsultation@nhs.net.
Please be advised that this system recently experienced some technical issues due to overwhelming demand.
For existing users, the website you now need to access has changed to **https://england.nhs.attendanywhere.com/. Your login details will remain the same.

E-Learning

Informatics
Department

- ➤ To access the Attend Anywhere eLearning, please visit the Digital Learning Solutions site: https://www.dls.nhs.uk/.
- ➤ The available courses are:
- • *Attend Anywhere Video Consultation - Healthcare Professionals*
- • *Attend Anywhere Video Consultation - Administrators*

Contact with colleagues/Team Meetings

- ➤ Please use Microsoft Teams for contact with colleagues and team meetings.

- ➤ Please see attached Guide for downloading and using Teams here

- ➤ Any requests for support with using Teams should be directed to the Informatics Service Desk in the first instance.

- ➤ The Trust is currently deploying Microsoft Teams as a replacement for Skype for Business. This is to provide a more scalable and reliable option for instant messaging, voice and video conferencing. This meets the immediate operational needs of the Trust. Additional Teams features will be released in the future but given the unprecedented demand on the IT department we are unable to provide a timescale at present.