

## Informatics Update - COVID-19

### Issue 2 - 26th March 2020

#### Requests for work

- Individual DIT staff are being inundated with requests for remote access, hardware and other items. This means that they cannot deliver the services they should be working on. Could we please ask all staff to use the formal channels for these requests and to raise problems through the service desk. [Issue 1](#) explained how to request these items
- We will only be actioning requests which are received through the formal channels and we will also be working with Angie Craig (ADOP Performance) to help us prioritise these requests.

#### Request for Windows 7 devices

- The IT department is in urgent need of LHT Windows 7 devices to fulfil demand for clinical staff to work remotely.
- If you have a device that you do not use to access installed clinical systems and only need access to the Internet, G Drive, Office applications and are willing to swap out with a new Windows 10 device, please can you contact [leedsth-tr.wfhworkstationrequest@nhs.net](mailto: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

##### Remote Access Requests

- If you are working remotely you only need to connect using the VPN to access trust systems or trust drives, like the G: Drive. 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 keep the pressure of the Trust infrastructure as there are limits on the connections we can support.

##### Staff Guidance

- Please bear in mind that when you are working remotely you should work in accordance with trust policy with regard to trust equipment/data. Please see attached [guidance](#)

## Video Consultation

### System Issues

- **The Attend Anywhere system is currently experiencing technical difficulties due to overwhelming demand.**
- The supplier has issued the following guidance:
  1. We must not create any new org units, waiting areas, meeting rooms or **add any more users** until Monday at the earliest.
  2. We must instruct all users not to use meeting rooms (You can use Microsoft Teams/Skype as an alternative).
  3. Please ensure you have contingency plans in place to undertake consultation by mobile phone if required.
- Once the upgrade is complete at the weekend we should be able to start adding users again and we will keep you updated.

### E-Learning

- To access the Attend Anywhere Healthcare Professionals eLearning, please visit the Digital Learning Solutions site: <https://www.dls.nhs.uk/>. The course is called *Attend Anywhere Video Consultation - Healthcare Professionals*.
- An e-learning module for Admin users is currently in development and details of how to access this will follow shortly.
- The e-learning DLS system can be accessed without a trust network connection (i.e. from a personal device).

## Contact with colleagues

- The Trust is currently experiencing a high volume of call traffic in and out of the organisation via landlines. Please can we urge everyone to use **mobile phones** where possible.
- Please also remember you can use Skype and Microsoft Teams to connect with colleagues.
- The Trust are 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.
- To chat to colleagues through Teams you can use the App on a trust or personal device.

- **MDT Meetings:** We are investigating how to use Teams for MDT's - more information to follow as soon as possible.