

Primary Care Systems Team

NWL eDSM FAQ

What is eDSM and why do we need to switch it on?

eDSM stands for Enhanced Data Sharing Model. These new controls give GP's and patients greater control in deciding how their electronic medical records are shared with other SystemOne Organisations.

- ✔ Will apply to patients once they are fully GMS registered at your Organisation
- ✘ Will not affect existing shares already in place (i.e. where a share-in has already been recorded at an external Organisation).

The core functionality of sharing patient records within SystemOne will remain unchanged. These developments only add additional controls around which Organisation are able to set a share-in for their patients, or whether they are required to go through an extra verification/ security step before they are able to record a share-in.

What does the "allowed list" consist of?

There is now a finalised list of Organisations with whom North West London SystemOne practices currently share with; these are Organisations who have signed the CWHHE MOU, Extended Hours Hubs and the practices within NWL CCG's.

These Organisations are listed within the 'SHARED LIST' that you will have imported into SystemOne. When Organisations are added to the 'SHARED LIST' this will ensure that patient records can be accessed, assuming consent has been given.

What is the MOU?

The MoU (*Memorandum of understanding*) is a document which agrees high standards of information governance and a patient record sharing model. This supports the safe and appropriate sharing of patient records for direct care between partner Organisations.

Who has signed this agreement?

The below health care services, trained clinicians and their support teams in the following organisations will be able to see your patients health care records – but only with the patients permission:

- Central and North West London NHS Foundation Trust
- Central London Community Healthcare NHS Trust
- Central London Healthcare
- Chelsea & Westminster Hospital NHS Foundation Trust
- Connect Health


- DMC
 - Ealing CCG
 - Ealing Hospital UCC
 - Greenbrook Healthcare
 - Healthshare Clinical Services
 - Hounslow and Richmond Community Healthcare Trust
 - Imperial College Healthcare NHS Trust
 - London and Central West Unscheduled Care Collaborative
 - London North West Hospital NHS Trust
 - West London Mental Health NHS Trust
 - West Middlesex Hospital UCC
 - West Middlesex University Hospital NHS Trust
 - NW London Extended Hours Hubs
 - GP practices within Ealing, Central London, West London, Hounslow and Ealing CCGs
- Health and Social care teams providing you with integrated care and support may also access your care plans with your permission.

Further information on these Organisations can be found [here](#)

Why do we have Organisations in our allowed list which we would never refer to?

North West London have defined one “Allowed list” based on Organisations that have signed the CWHHE MOU agreement stated above.

What should I do if when sending a referral I get a box appear asking for a verification code?

- **Step 1:** Check the patients sharing preferences:
Go in to the patient record> click on the administrative tab> record sharing> click on the hand  If the patient does not wish to share their record **the verification box will appear.**

Step 2: Send an email to Nwlccg.servicedesk@nhs.net explaining which service/ Organisation you were trying to refer to. We will then be able to investigate whether or not this Service is or should be included in our allowed list. A member of the Team who is managing that mailbox will be in contact.

What do we do if a patient does not have access to technology?

As the patients registered GP, you can set preferences for which Organisations are able to record a share in for the patient without the verification/ security process, and which cannot record a share-in for the patient, on an individual patient basis, or at an Organisation level. This means that when the patient presents at a SystemOne Organisation with permission to record a consent in, they will be asked for their consent in person, in line with the current eDSM operation, but they will not be asked for their verification/ security code.

Further FAQ’s can be found on the TPP “eDSM enhancements_FAQs v1 1” document.