WHAT IS THE NATIONAL TELEMEDICINE ROLLOUT?

As a result of the COVID-19 pandemic, healthcare services in the community have rapidly adopted virtual consultations as a routine part of healthcare delivery. In March 2020 the national NHSE Health and Justice started working in partnership with HMPPS to deliver an approved solution for healthcare video consultations in secure settings, including prisons, IRCs and CYPSE in England.

HMPPS have approved a software called Visionable for delivery of video consultations in secure settings. Visionable was built specifically for healthcare consultations and allows you to make video-calls in the same way as other software such as Zoom or MS teams, the difference is that Visionable is approved for use in secure settings.

NHSE want all healthcare providers in these settings to have equal opportunity to use video consultations to improve the quality and efficiency of their services and for this reason the programme is being funded nationally by NHSE for a pilot period of two years.

WHAT IS BEING PROVIDED FOR USE?

As long as providers abide by HMPPS security restrictions they are free to try video consultations in different ways driven by local need, priorities and interests. Visionable is very much a vehicle that is being given free of charge to providers to allow them to start using video consultations. NHSE are not restricting or defining what people can use it for clinically, and hope that services will think widely in terms of use and opportunities.

Visionable licenses

NHSE H&J have bought 2000 Visionable licenses for a period of 2 years.

Licenses are being shared across all prisons, IRCs and CYPSE in England.

Heads of Healthcare have been asked to assign license user names. If they have assigned one to you then you will receive an invitation from Visionable to sign up. Licenses can be reassigned to different users.

Tablets and webcams

NHSE are providing webcams to sites so that they can make Visionable calls over PCs in healthcare.

HMPPS have approved a secure 4G tablet for use in prisons, IRCs and CYPSE. One tablet will be provided to each site in early August. Tablets will have functionality to...
make Visionable calls and to access live SystmOne records.

What can I use video consultations for?

NHSE is not setting any rules around the clinical services Visionable can be used for. As long as services and clinicians abide by HMPPS rules for use then they are free to try using Visionable for delivery of clinical services as they see fit.

NHSE want to actively encourage providers to try and use Visionable as much as they can to see what they think works well and what doesn’t.

Example types of consultation

You can try using video consultations for any activity you consider clinically appropriate, for example:

- **Primary care** e.g. management of chronic conditions
- **Mental health** e.g. psychiatry
- **Dentistry** e.g. assessment and triage
- **Sexual Health** e.g. counselling or routine HIV appointments
- **Substance misuse** e.g. through the gate contact with community substance misuse teams
- **Assessments under the Mental Health Act** e.g. gatekeeping assessments with psychiatrists based at secure hospitals
- **Secondary care** e.g. hepatitis C treatment or follow up after surgery
- **Mental health act assessment**
  - Prison to community
    - E.g. visiting psychiatrist offsite. Pt access/remote prescribing possible when prison-based clinician offsite
  - Prison to hospital
    - E.g. Hospital based clinician. Reduces escorts. Less suitable for some specialties. May need follow up F2F.

You can also consider if healthcare chaperones can be upskilled to assist during remote consultations.

Specific guidance for communication in remote consultations and triaging has been developed by the RCGP.

Who can we call?

If you plan to make or receive calls inside the prison you need to have your own named Visionable license. This ensures we can abide by HMPPS rules around auditability and accountability of the system.

If you plan to receive calls outside of the prison you can have a named Visionable license or you can simply join a meeting sent to you by a prison user, even though you don’t have your own Visionable license.

The following call types are examples of permitted call types:

**Primary care**

- Prison to prison
  - E.g. GP/ANP. Allows cross-site cover/patient access when on-site staff limited
- Prison to community
  - E.g. GP/ANP/NMP. Pt access/remote prescribing possible when prison-based clinician off-site

**Secondary care**

- Prison to community
  - E.g. Community practitioner

**Pre-release liaison with community services: primary care, substance misuse or mental health**

- Prison to community
  - E.g. Community practitioner

You can try using video consultations for any activity you consider clinically appropriate, for example:

- **Assessments under the Mental Health Act**
  - E.g. gatekeeping assessments with psychiatrists based at secure hospitals

Video consultations may be less useful in some situations, for example if a clinical examination needs to be undertaken on the patient.
Lots of providers are thinking of innovative uses for telemedicine to provide access to services that can be difficult to access in prisons e.g. gender identity services or dementia care.

**What are the benefits of Visionable?**

Visionable software is designed specifically for healthcare consultations and conforms to IG requirements around confidentiality of patient data. In addition it meets stringent HMPPS security requirements.

The key benefit of Visionable is that it is approved both for use by both NHS and HMPPS.

Other software systems such as MS Teams or Zoom are **not** approved for patient consultations in prisons, use of these software packages would constitute a **reportable security breach** to the national HMPPS cybersecurity team.

**What are the limitations of Visionable?**

Visionable has currently been limited to 1:1 calls in prisons for security reasons, it might be that we can make group calls in the future.

Use of Visionable in prisons also requires the prison based user to have their own named license, for audit and traceability purposes. You cannot schedule meetings unless you have a full license, but you can join meetings set up by another user.

We have permission for the HMPPS duty Governor to access a spare Visionable license in an emergency to allow a healthcare staff member to chaperone a call if the prison based user does not have a license. The Duty Governor will record when they released details, why, and to whom.

HMPPS rules also state that any patient having a Visionable consultation needs to be chaperoned by a member of the healthcare team, this means patients may have an additional chaperone present where they would normally see the clinician alone.

**4G TABLETS**

- The NHSE tablets being configured by for use in secure settings are made by Dell
- Tablets have smart card readers built in to them
- 4G signal coverage will be provided by O2
- Tablets will only have Visionable and SystmOne on them
- Users will connect to the Health and Social Care Network (HSCN) over 4G through use of RAS tokens, allowing them to log in to SystmOne
- HMPPS changed policy to allow use of these 4G tablets for telemedicine in **four days** to support the NHS to deliver services

You can also join a telemedicine in secure settings FuturesNHS collaboration group:

https://future.nhs.uk/TelemedicineSecure/grouphome?done=OBJChangesSaved

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