

MAT Standards Learning System Webinar 4: Speaker Chat Question responses

Speakers from our last webinar session have kindly followed up and provided responses to questions and other points raised in the meeting chat about their services which you can read below:

Overnight Welcome Centre: Information Sharing with Multiple Partners - Elyse Mackinnon, Glasgow City Mission

Q: Elyse this is fantastic-you seem to have overcome so many of the barriers we get when we try and share. Interested in the security you have managed to get on the web based system-that so often seems to be the sticking point when we try and use web platforms in order to lack of any other way of sharing access to a database

A: GCM has its own Amazon Web Services account which is used to host the system so it is all “owned” by GCM. Users access the site through a link, using a password and username. We are currently looking at expanding this by implementing multi-factor authentication which will increase security.

Q: Great to see the impact of receiving consent at first stages of contact with your service Elyse, and doing so this way respects guests' dignity and rights. Levels of access to information is also a great way to work with information governance principles. Would be great to hear more about your data operating system and if it's something other teams can incorporate into their work?

A: I'm not familiar with the term “data operating system” and it's not a term the IT company have used with us. An IT company that build the database for us using one of the readily available database systems. We use MySQL and SQL Server, and have different user groups to control different levels of access. A user can be made a member of one or more groups e.g. “partner”. We can also use reports to give different levels of access to different user groups.

Q: Hi. What software was used for the database? Sharepoint?

A: The system uses two linked servers – one hosts the website and uses MySQL as the database with PHP and the Laravel framework for the front end. The other server hosts a linked SQL Server database with SQL Server Reporting Services delivering the reports part of the system.

Q: This has been really interesting Elyse. I know some services use NEO and keen to hear about the setup/ongoing cost and if there are any limits to licenses or users?

A: The company who created our site do not charge us – they do this as a way of giving back to the community. As the site is built on the Amazon server, we are able to apply for charity credits which means our costs are extremely minimal. We pay the equivalent of \$85/month to host it on Amazon secure servers. In order to cope with the increase of data each year, we have had to increase our capacity but this has not increased our expenditure. There are no limits on how many users we can add but there may be upper limits

which we just haven't reached yet. Some of the software we use is free because we are not using huge volumes of data – further licensing costs might be encountered if you were. The ongoing costs are really about maintenance – if software isn't maintained it will get out of date and potentially acquire security vulnerabilities. No system can “sit still” for very long.

Telephone Contact Service: Single Point of Entry - Laura Fearn, Mid and East Lothian Drugs (MELD)

Q: be interested to know how agreement was reached and any new process' for sharing information/access to nurse calendars?

A: This specifically relates to requests falling under MAT1 same day prescribing access in East Lothian (a separate agreement/process applies in Midlothian, and other types of request are not affected). We have a close ongoing partnership with substance use prescribing services in both Mid and East Lothian. With East Lothian Substance Use Service, we have an agreement with management (Caroline Downie, copied in) where Contact Service staff are granted access to one specific prescriber's calendar.

This has been negotiated between our services to mutual benefit, along with a clear referral pathway including criteria for suitability, information needed by the service, and information which must be communicated to the individuals accessing this service. This allows us to directly book appointments where individuals contacting the service meet criteria for MAT1 same day prescribing access, and to issue appropriate advice for people attending.

Specific appointment slots are made available for us to book into for this purpose each day, and supplementary information is also transferred via secure email. This would include basic identifying information, contact details, and particulars regarding current using patterns, whether attending in withdrawal, whether transport is required, or other details disclosed which would be relevant for the purpose.

Relevant MELD workers have had NHS email accounts predating this agreement, to facilitate the transfer of confidential information/referrals, so this calendar access has been a relatively simple addition to the functions we are able to offer. Although these requests represent a low proportion of our overall workload, the process works very well, streamlining transfer and assisting in delivery of MAT1.

Q: Seems a great service. Another advantage could be for rural/remote areas to offer quick and easy access without a big network of clinics.

A: Thank you, yes there are many benefits to this model. Rural access would be a great example of this – feedback indicates that removal of geographical barriers at the first contact stage is very well received. At this point such barriers to engagement in the service can be addressed as appropriate, whether offering outreach locations, assisting with accessing bus travel, or facilitating remote support.

Another big advantage of the telephone access model is the ability collect information at source and in real time. When staff are taking calls and conducting triage appointments over the phone, they are also able to complete data entry as they go so that all interactions are logged without delay. We are then able to easily demonstrate how the service is being used, including quick identification of any emerging trends.