

Primary Care Wifi – Support Information

NHS West and Ipswich & East Suffolk CCGs

Suffolk Primary Care Wifi - Support

SUMMARY

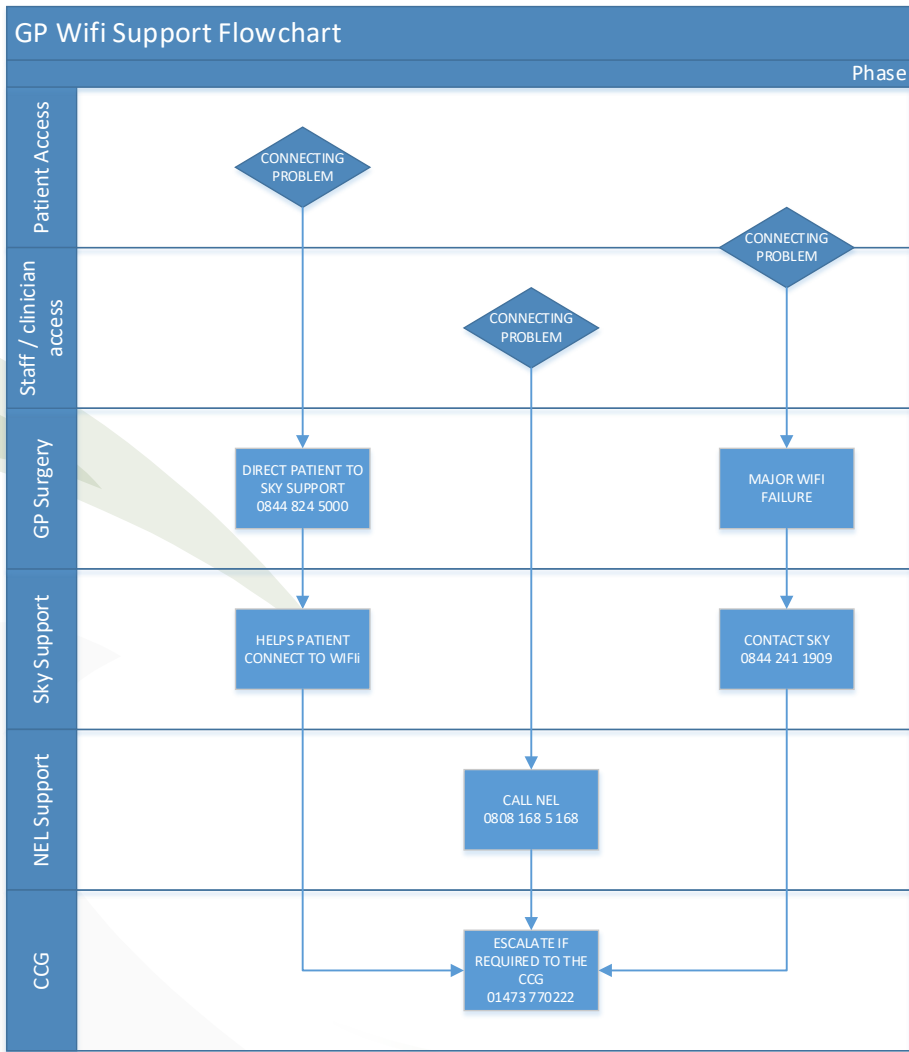
- **Staff PERSONAL devices should use the public access**
- **If a patient and / or member of the public has an issue logging onto the Wifi service they should call Sky support on 0844 824 5000**
- **If staff, clinicians or visiting clinicians have an issue logging onto the Wifi service they should call NEL support on 0808 168 5 168**
- **If practice staff feel the whole Wifi service in their surgery is not working, (multiple patients / staff complaining), they should call Sky support on 0844 241 1909 or email wifisupport@sky.uk**

If you have any further questions please do not hesitate to contact:

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SUMMARY - FLOWCHART



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WHEN?

- Public Wifi to be delivered to 95% of surgeries in Suffolk by 31st May 2018
- Staff Wifi will follow and will be complete by 31st July 2018
- Connectivity and public access will be delivered by Sky Business using 'The Cloud' public WiFi infrastructure
- Staff access will be delivered by NEL

FOR?

- **Staff PERSONAL devices should use the public access**
- Staff / clinician access will be purely for devices requiring access to the practice network and N3 connectivity for health services
- The services will enable health care professionals to work more easily across multiple sites

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HOW DO CLINICIANS ACCESS?

Clinicians logging on will pass straight through the Sky Business infrastructure and onto the practices network with no data recorded using their existing NHS logon details

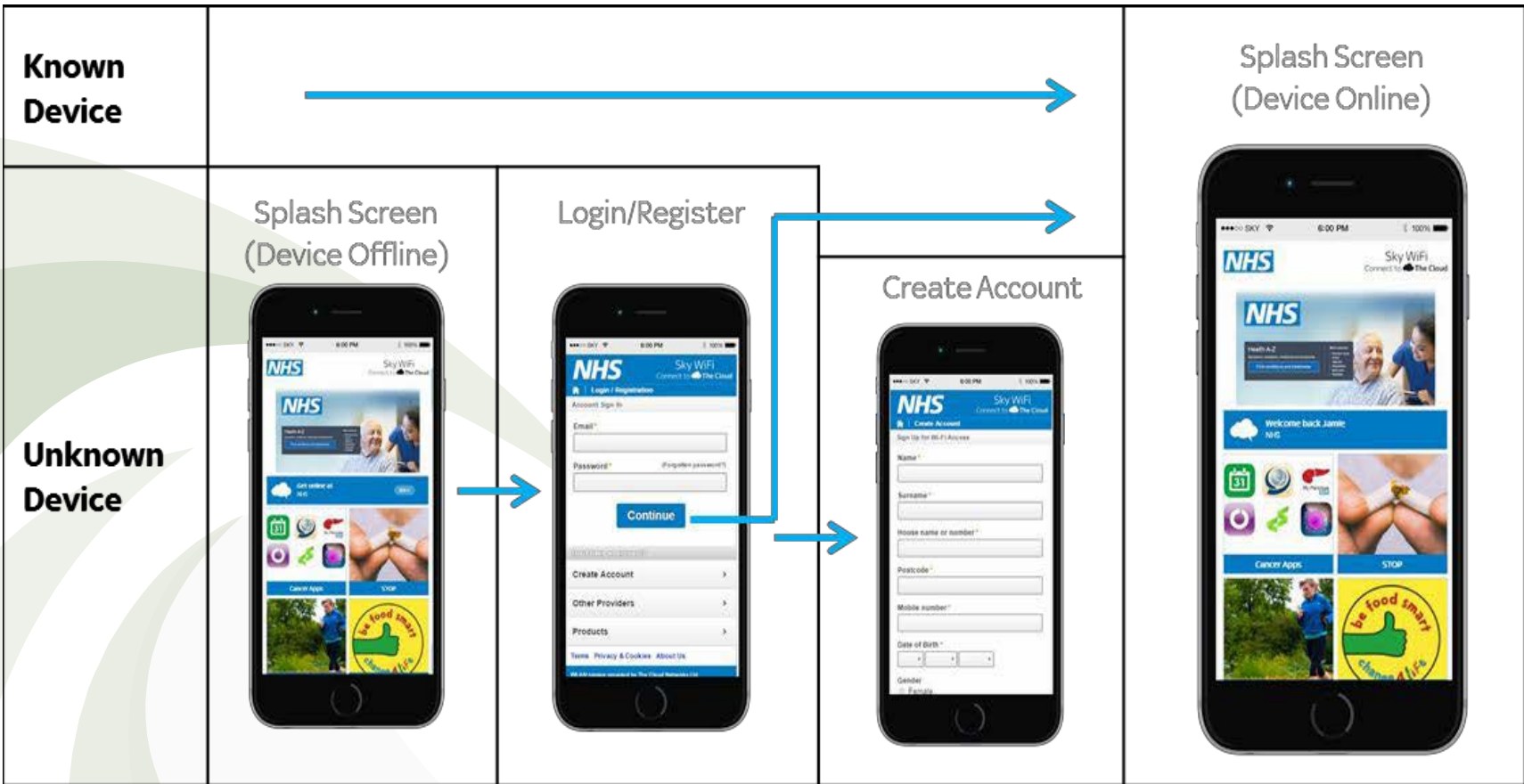
HOW DO PATIENTS ACCESS?

First time users are required to register and sign up to Sky Business's terms and conditions in any surgery using their first name, surname and email address

With a seamless connect service, all subsequent user access does not require a login, i.e. the user is automatically connected in any surgery

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PATIENT ACCESS - ONE LOGIN



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PATIENT ACCESS - ONE LOGIN

Patients are presented with an NHS branded 'landing page' optimised for all device formats. This increases awareness of information important to the NHS and provide links to other relevant information, social media and /or news for your patients

If a patient and / or member of the public has an issue logging onto the Wifi service they should call Sky support on 0844 824 5000

This number is shown on the posters for placing in your waiting rooms that include the name, (SSID), of the Wifi access to log onto

Staff requiring Wifi access for a PERSONAL device should use the public Wifi access login

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Staff / clinician access – each time login

Staff / clinicians will log into their laptops / mobile devices as they would normally, (eg. 'Green' domain login for Suffolk GP staff / clinicians)

If staff, clinicians or visiting clinicians have an issue logging onto the Wifi service they should call NEL support on 0808 168 5 168

This number must not be given to patients and / or members of the public

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Patient Publicity

We will be providing GP Practices with a poster and / or leaflet packs. These materials will be important to tell patients that a new and improved service has arrived. We will offer these materials in hard copy and electronically.

It contains details of how to access the service and a phone number for patients and / or members of the public to obtain support.



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Patient Data Responsibility – feel free to divulge if requested

When a patient and / or member of the public registers with the NHS England GP Wifi service they accept terms and conditions that control their usage of the Internet access as detailed on the next slide.

The Internet access service also has the ability to stream TV and / or radio programmes

It should be noted that when a patient and / or member of the public registers with the service they accept the terms and conditions of Sky as an Internet Service Provider, (ISP).

As with all ISP's if a user streams TV and / or radio programmes for their personal viewing / listening they do so under the cover of their own personal TV licence.

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Patient Data Protection – feel free to divulge if requested

The Internet activity of individual users is not stored, however usage records and other system data is stored and destroyed within legal guidelines. Sky Business maintain relationships with regulatory bodies and Government agencies, including the Police and Ofcom.

Sky Business complies with the acts below:

The forthcoming GDPR Act 2018

Data Protection Act 1998

The Privacy and Electronic Communications (EC Directive) Regulations 2011

Regulation of Investigatory Powers Act 2000 (RIPA)

Data Retention (EU Directive) Regulations 2009

The Communications Act 2003

Digital Economy Act 2010 (DEA)

The Payment Card Industry Data Security Standard (PCI DSS)