Connecting Care User Management - Guide for Authorisers

1. Introduction

The role of a Connecting Care authoriser is one of responsibility, involving checking new user requests and account changes. They must be aware of staff roles and appropriate access levels. Authorisers ensure staff compliance with information governance and knowledge of the Shared Care Record.

Smartcard sponsors in GP surgeries are automatically nominated as authorisers, while larger organizations list their authorisers on the website. Organisations with IT service desks accept user requests and queries directly.

2. Who can have a licence for Connecting Care?

The decision on Connecting Care licence allocation sits with each of the partner organisations, because they know which role is required for each individual.

Connecting Care access is only for direct care purposes.

As the authoriser you will need to decide whether it appropriate for this person to have access to Connecting Care and which Connecting Care role they will have, in order to carry out their duties.

There are two end user roles for Connecting Care access. These are 'Care Professional role', which can view all data and 'Administrator role' which can only view demographics and appointments. Staff supporting a team may apply for Care Professional role if it is appropriate to their role.

If you are asked to authorise a user who would like access for a secondary purpose, such as research, please contact connectingcare.info@nhs.net.

3. What are the different types of requests?

There are 4 request types -

1. New User – A request for a new licence
2. Amendment - Change to an existing licence. E.g. Connecting Care role change
3. Account reactivation – A request for an account to be reinstated
4. Deletion – Removal of a licence due to inactivity or leaver
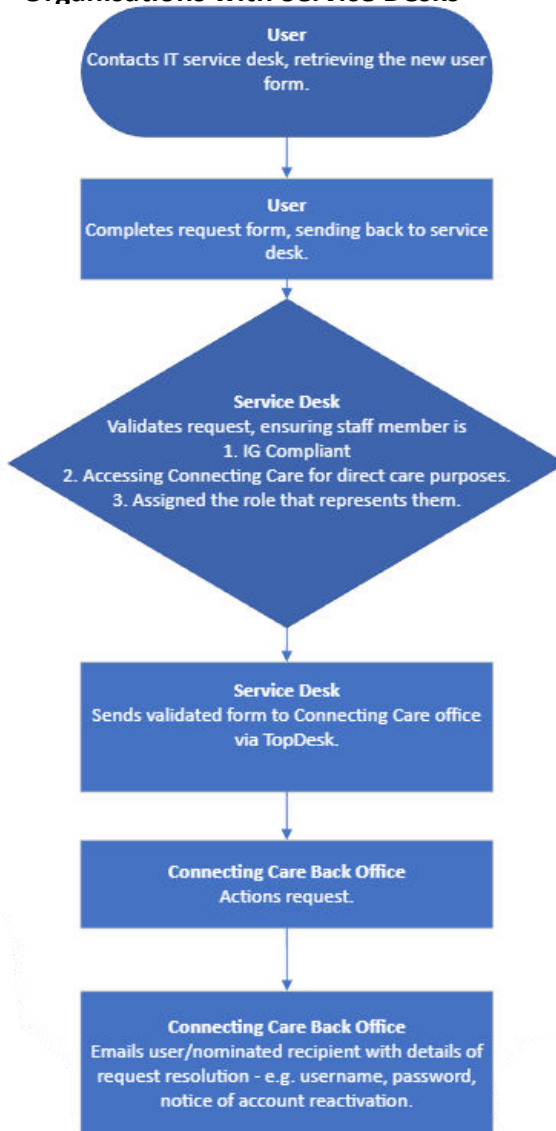
4. How do I make a request?

1. All requests should be made by submitting the user request form. There is accompanying guidance on how to complete the form. The current version of the request form and guidance can be found on the Connecting Care website, or requested from connectingcare.info@nhs.net

2. For large organisations, with their own service desk, user requests should be submitted to the service desk. For smaller organisations, user requests should be sent to connectingcare.info@nhs.net by the authoriser.

   Please include the following in the title **Connecting Care (leaver/starter/change– delete as appropriate) Full name of user.**
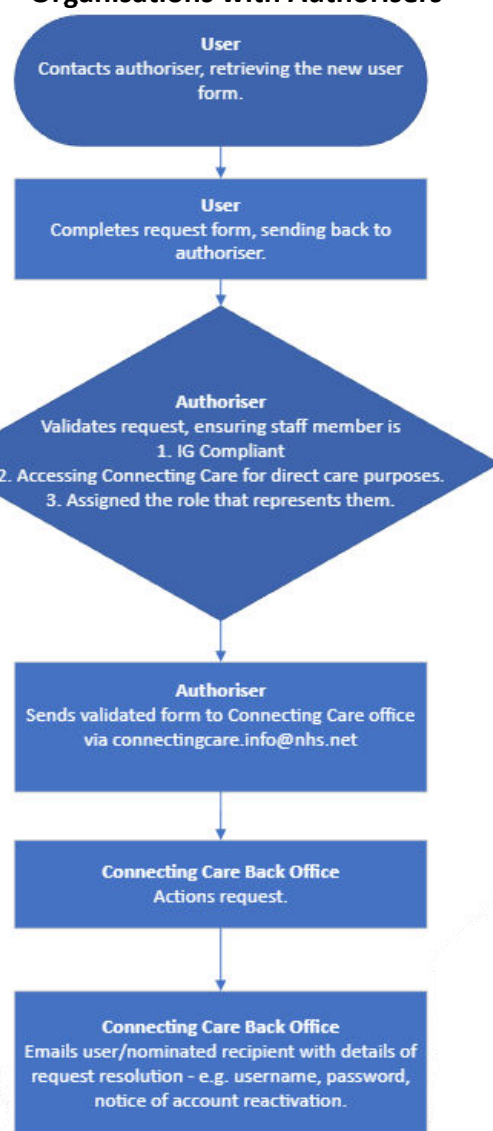
3. In larger organisations, service desks will validate the request and forward to the Connecting Care office via TopDesk. In smaller organisations, the authoriser will validate the request and send it to the connectingcare.info@nhs.net mailbox.

   The high level process flows are shown below.

Organisations with Service Desks

User
Contacts IT service desk, retrieving the new user form.

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User
Completes request form, sending back to service desk.

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Service Desk
Validates request, ensuring staff member is
1. IG Compliant
2. Accessing Connecting Care for direct care purposes.
3. Assigned the role that represents them.

↓

Service Desk
Sends validated form to Connecting Care office via TopDesk.

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Connecting Care Back Office
Actions request.

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Connecting Care Back Office
Emails user/nominated recipient with details of request resolution - e.g. username, password, notice of account reactivation.

Organisations with Authorisers

User
Contacts authoriser, retrieving the new user form.

↓

User
Completes request form, sending back to authoriser.

↓

Authoriser
Validates request, ensuring staff member is
1. IG Compliant
2. Accessing Connecting Care for direct care purposes.
3. Assigned the role that represents them.

↓

Authoriser
Sends validated form to Connecting Care office via connectingcare.info@nhs.net

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Connecting Care Back Office
Actions request.

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Connecting Care Back Office
Emails user/nominated recipient with details of request resolution - e.g. username, password, notice of account reactivation.

5. How long will it take for a request to be actioned?

Requests are usually actioned in under 5 days by the Connecting Care back office. This does not include the time taken for the local services desks to validate the requests and forward to the South, West and Central Commissioning Support Service desk. For larger lists, like new doctor intakes, negotiation is required.

6. How will I know that a request has been actioned?

For new user requests, the Connecting Care back office will email the user directly with their password and user name details, separately and securely. For other requests, such as reactivation, users will receive an email notification. If you aren't sure on a requests progress, please contact connectingcare.info@nhs.net.

For some organisations, it is not possible to securely send the password to the individual user. In this instance the password will be sent to nominated individuals for onward distribution.

The authorisers will receive a resolution email from their organisation's local service desk.

7. Authoriser responsibilities:

As an authoriser for the Connecting Care portal your responsibilities are:

- Review and allocate the most appropriate role to request for user.
- To inform the user that they cannot use the system to look at their own, colleagues, or friends and family's information regardless of motive. This would be an inappropriate use of the system and investigated. There are penalties for individuals and organsations for inappropriate use of the system.
- Assure Connecting Care that all potential new users are up to date with their information governance training and understand the important of looking after the data.
- To provide an accurate finishing date for any temporary staff. Please supply the current finishing date this can always be amended if contract is extended.
- To inform the Connecting Care Team as soon as possible of the requirement to delete a user. This includes where access is no longer required or where a user has left the organisation.
- To ensure that user access is for direct care only.
- To ensure that any other access purposes are requested via the appropriate channels.
- To liaise with the Connecting Care team if you are unsure about any of your responsibilities or for further guidance and support.
- To adhere to all of the above responsibilities.

Please note that:

- You may be asked to provide further information on any of the authorisations you submit.

- You may be challenged where any of the above responsibilities have not been adhered to.

- Not adhering to these responsibilities could lead to an Information Governance risk which could be investigated.

8. Who can I escalate any issues to?

8.1.   Issues relating to submitted requests

In the first instance you should contact your local IT service desk, who will be able to follow up with the SCWCSU IT service desk, or in the case of smaller organisations, contact the Connecting Care generic email address, connectingcare.info@nhs.net

8.2.   Questions relating to the process, including problems completing the form

If you have any questions about the process and your role within it or if you have any problems completing of the form please contact connectingcare.info@nhs.net

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