NHS Greater Glasgow & Clyde IT Systems

Information for University Students

Acute AHP students will now be able to use a number of NHS Greater Glasgow & Clyde (GG&C) IT Systems. Before logging onto the GG&C Network please read the following guidance.

Acute AHP Student Guidance:

AHP students will be provided with a GG&C Network account in order to access the StaffNet pages to view GG&C policies and procedures.

AHP students can access Trakcare and Clinical Portal applications via the agreed process for that area. Students will be allocated user names and passwords once the appropriate Super User training has taken place.

In some Acute areas GG&C staff also use 'Single Sign on' this system has the ability for Multi-User access 'Tap & Pin' where the PC is shared, e.g. wards, reception desks and some areas of the Emergency Department. The 'Tap & Pin' facility will <u>NOT</u> be available to University Students due to licensing costs so please do not log any calls on the helpdesk for 'Tap & Pin' access as this request will be rejected. You can still use SSO for managing password. See Single Sign on section below for full details.

Community AHP Guidance

Community Student AHPs will be provided with a GG&C Network Account to access StaffNet to view policies and procedures.   Community systems e.g. EMIS is available to community AHP students via 'My Account'.

'My Account' is an online automated process that is accessed via Staffnet on the following link – **please ask your GG&C mentor for assistance when applying for any accounts and only community nursing students can apply via 'My Account' link.** http://spapps.staffnet.ggc.scot.nhs.uk/MyAccount/Default.aspx

Further Guidance for all AHP Students

Once you have received your Network account details for the GG&C Network please log on to a PC within GG&C sites and accept the Term & Conditions of use type in the URL, once you have launched Internet Explorer. The terms and condition must be accepted as soon as possible or your account will expire.

Please keep your usernames and passwords safe at all times. Our GG&C's IT security policy states that:

'All passwords or other authentication mechanisms shall be kept confidential and shall not be disclosed to any person. In the event that a user deliberately discloses their username and password to a 3rd party the user and the 3rd party will be held jointly responsible for the activities of the 3rd party. If a user believes that any other person has knowledge of their password it shall be changed at the earliest opportunity and the IT Service Desk shall be notified of the incident.'

Follow the link below to accept GG&C terms and conditions.

 My Account link
http://spapps.staffnet.ggc.scot.nhs.uk/MyAccount/AcceptConditions.aspx

Internet Explorer

This will launch the page where you can accept T&C's

 http://spapps.staffnet.ggc.scot.nhs.uk/MyAccount/AcceptConditior

 MyAccount: Accept Network Conditions & Update Security Question

Your account is scheduled to be locked unless you accept the terms and conditions of use outlined below. You must:

1. Read the terms and conditions.
2. Check the box at the bottom to indicate that you agree to the terms and conditions.
3. Pick a security question that will be used to authenticate you when you contact the IT Service Desk, and supply an answer to the question.
4. Click the submit button at the end of this page.

Network conditions of use

Computing resources **shall not under any circumstances** be used for commercial or any other non-NHSGGC purposes, (with the exception of limited personal use specified in the Internet and Email Policies.

Computing resources **shall not under any circumstances** be used to store or reproduce any programs or data which are subject to copyright restrictions, nor any data which is forbidden under computing, copyright or obscene publications legislation.

Software **shall not** be copied, amended or installed except where explicit written permission has been granted by the IT Department. This includes screensavers and downloaded or e-mailed utilities and games.

No user shall, by any wilful or deliberate act, jeopardise the integrity of the resources of hardware, software or data held in NHSGGC computer systems or at any other computer system that may be accessible via the Network.

Users shall abide fully by the Data Protection Act (1998), the Computer Misuse Act (1990), the policies and guidance contained in the Information Governance and Information Technology Security Framework (which is available on StaffNet or printed copies may be examined in any NHSGGC Library) and any further computer legislation.

No user shall make use of (or attempt to make use of) resources including Network accounts, printing and Network facilities that they have not been given **specific permission** to use. Such permission can only be granted by those responsible for management of those resources.

Data belonging to other Network users shall be considered confidential even if the data is readily accessible to other users. Information may not be inspected, copied, modified, disseminated or otherwise used, in whole or in part, without the prior permission of the user responsible for that data.

Named user Network and Clinical systems user accounts shall only be used by the named user. The individual user will be held responsible for their own use of the system. All passwords or other authentication mechanisms **shall be kept confidential** and shall not be disclosed to any person. In the event that a user deliberately discloses their username and password to a 3rd party the user and the 3rd party will be held jointly responsible for the activities of the 3rd party.

If a user believes that any other person has knowledge of their password it shall be changed at the earliest opportunity and the IT Service Desk **shall be** notified of the incident. All departments are advised to use a **"common"** area to store data that requires to be accessed by more than one individual and that the network **"home"** area is used specifically for private correspondence - this is to minimise the need to access user home areas.
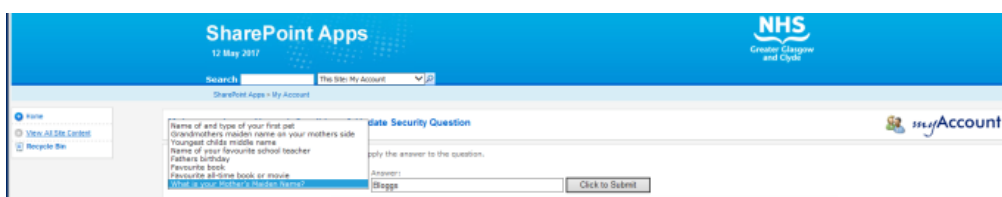
All patient and staff information which may be accessible through or held on the Network is confidential. Only staff who **require** information about a particular patient or member of staff to carry out their duties **shall access** that information. Confidential information so obtained **may only** be communicated to others with the same need in respect of their work at the NHS. Any unauthorised access or disclosure/misuse of information shall be regarded as serious misconduct and **may result in disciplinary action.**

Computer equipment shall not be left unattended while logged on to a NHS system. Unauthorised use of computer equipment is a **criminal offence** under the Computer Misuse Act.

Failure to comply with this agreement **may be a disciplinary offence** and may breach NHSNet Code of Connection thus jeopardising the NHS GG&C connection to NHSNet.

By checking this box I confirm that I have read and agree with the above network use terms and conditions

Select a security question from list, type in the answer to the question and click to submit.

GG&C Policies & Information on Clinical Applications

Information Governance and Information Technology Policies/Guidance

http://www.staffnet.ggc.scot.nhs.uk/Info%20Centre/PoliciesProcedures/Non%20Clinical%20Policies/Pages/InformationGovernanceandInformationTechnologySecurityFramework.aspx

Electronic Patient Records

http://www.nhsggc.org.uk/media/236552/health-data-and-elecronic-systems-leaflet.pdf

TrakCare

TrakCare is the Patient Management System (PMS) for NHS Greater Glasgow and Clyde.

- All Emergency attendances, Inpatients/Day Case admissions, Outpatient appointments and ward attendances are recorded on TrakCare
- Immediate (IDL), Final and ED (EDL) discharge letters, in addition to clinical and administration letters are generated and managed on TrakCare.
- The Clinical Records on TrakCare provides access to patient clinical information, including discharge letters and laboratory / imaging results and Clinical Portal

TrakCare Guides are available on the link below:

http://www.staffnet.ggc.scot.nhs.uk/Corporate%20Services/eHealth/eHT/Pages/TrakCare.aspx

TrakCare Training System

The TrakCare TRAIN2 system is available to all eventual users of TrakCare via the link below. The purpose of TRAIN2 is to help familiarise users with TrakCare. You are welcome to access TRAIN2 prior to receiving formal role-based training. TRAIN2 can also be used to put into practice the training you have received.

http://www.staffnet.ggc.scot.nhs.uk/Corporate%20Services/eHealth/eHT/Pages/TrakCarePLAY.aspx

Clinical Portal

Clinical Portal is the web-based application that presents, in one convenient location, patient clinical data from various NHS clinical systems. Clinical Portal is widely accessed by a wide range of medical, nursing, AHP and administration staff, as well as by GPs and other Health Professionals, across NHS Scotland. Clinical Portal has largely replaced manual (paper) case-records at most NHS Scotland locations.

http://www.staffnet.ggc.scot.nhs.uk/Corporate%20Services/eHealth/eHT/Pages/ClinicalPortal.aspx

Single Sign On

OneSign (also known as Single Sign-On/SSO) is the user-switching and password management tool available at all acute hospital sites across NHS Greater Glasgow and Clyde. OneSign eliminates the need to repeatedly type usernames and passwords and streamlines clinical workflows and enables NHSGGC staff to quickly and securely access IT applications. OneSign brings a range of services to users including:

- Application Password Management
- Self-Service Password Reset (SSPR)
- Fast user-switching and fast logon

http://www.staffnet.ggc.scot.nhs.uk/Corporate%20Services/eHealth/eHT/Pages/OneSign.aspx

EMIS Web

EMISWeb is the preferred clinical application used within NHSGGC Community for patient care and clinical recording of patient activity. For full details and training manuals select:

http://www.staffnet.ggc.scot.nhs.uk/Corporate%20Services/eHealth/eHT/Pages/EMIS.aspx