2025/26
Ealing Local Enhanced Service Specifications

Alcohol & Digital / AI elements

Dr Shanker Vijay

Webinar Recording

https://nhsuk.short.gy/ealing/alcoholdigitalAI

Overview: Ealing Local Enhanced Services 25/26

- Minimal or no changes to most specifications

- **MSK** specification removed → Replaced by new specifications:
  Alcohol Screening & **Digital and AI**

- Changes to Proactive Care Specification to reflect the development neighbourhood teams, on a PCN footprint, to support adults and children with complex health needs.

- **Minor changes** to Healthy Child, Carers, Domestic Abuse & Green Initiative specs

Alcohol Screening: KPI

Practices will be required to provide confirmation that:

1 **>90% teenager patients aged 13 to 17yrs (inclusive) have been provided an AUDIT questionnaire if they have not completed one within the past 5 years.**

2 **>90% adult patients aged 18yrs+ have been provided an AUDIT questionnaire if they have not completed one within the past 5 years.**

- For both (1) and (2): Please note this will use SystmOne/EMIS reports to measure the 'offering' and not the 'completion' of AUDIT questionnaires, using the '**Alcohol consumption screening**' (171208001) code. '**Alcohol consumption screening test declined**' (428073005) code is accepted when checking for 'completion' within the past 5 years. Patients who have been (in the past year) referred or under alcohol services are excluded from requiring the offering of screening.

3 At least one practice health professional has undertaken training from RISE or completed the following eLearning training and cascaded learning across the practice:

www.e-lfh.org.uk/programmes/alcohol/

- Measured by Self-declaration/provision of Certificate of attendance at training.

Digital and AI: KPIs

Practices will be required to provide confirmation by self-declaration that:

1 At least one health professional has explored using AI scribe with at least one patient and has shared experience with practice.

2 PCN level discussion of shared experience of using a AI scribe.

3 At least 1 receptionist, 1 administrator/manager and 1 clinician in each practice signs up to be an NHS App ambassador

4 Practice to engage in a practice based training session on use of the NHS App (provided by the training hub) and provide at least one drop-in session for patients to increase usage of NHS app amongst its patients.

5 Practices to provide photos to confirm displaying poster with QR code in front door/window and waiting/reception area to promote NHS England Online registration form and provide screenshot of practice webpage to clarify solely promote the NHS England Online registration form and remove out of date references to GMS1 form /any suggestions that proof of address or ID is essential.

6 Practice achieve >60% digital uptake of the NHSE Online Registration form

7 Self-declaration to confirm that at least one Pharmacy First referral has been made using the TPP SystmOne BARS (Booking and Referral Standard) process.

8 Practices to confirm they have setup easy access to the London Care Record from within SystmOne/EMIS and that they have cascaded appropriate training to practice staff to ensure awareness of existence and potential use.

Alcohol Screening in Teenagers and Adults

Ealing, North West London

Alcohol

- JSNA 2023: Ealing has the highest rate of alcohol related hospital admissions in London

- 2021 survey: 40% of pupils said they had ever had an alcoholic drink.

  Prevalence increases with age, from 13% of 11-year-olds to 65% of 15-year-olds.

  6% of all pupils said they usually drank alcohol at least once per week, same as in 2018.

- Rate of alcohol related mortality in Ealing is 36.8/100,000 (5th highest rate in London)

Latest Pearl - Alcohol - There is NO safe level of drinking: the missed message?

TR   The Red Whale Team <reply@redwhale.co.uk>

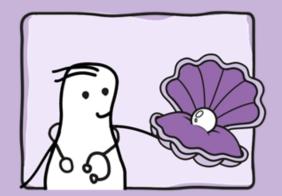To ✓ VIJAYADEVA, Shanker (NHS NORTH WEST LONDON ICB - W2U3Z)

Thu 10/07/2025 12:02

ⓘ Follow up. Start by 11 July 2025. Due by 11 July 2025.

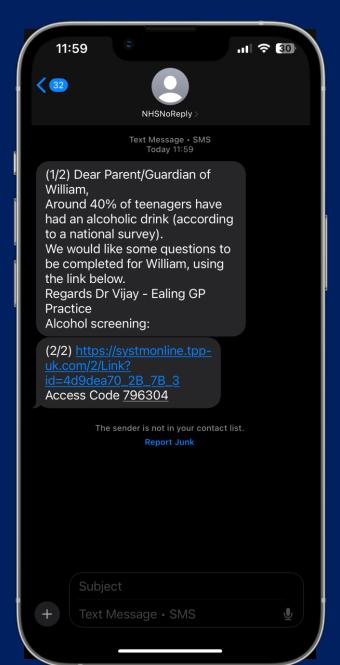If there are problems with how this message is displayed, click here to view it in a web browser.

NO SPONSORSHIP · 100% PHARMA FREE · NO REPS

Red Whale
Our Latest Pearl

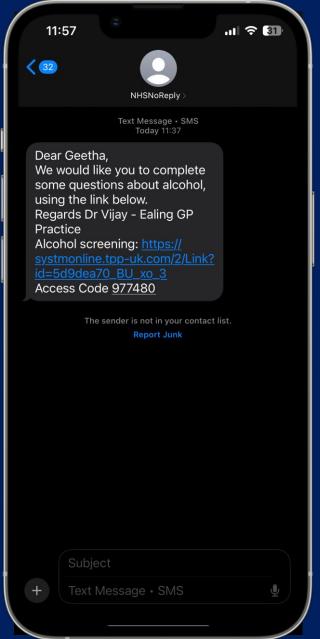### There is NO safe level of drinking: the missed message?
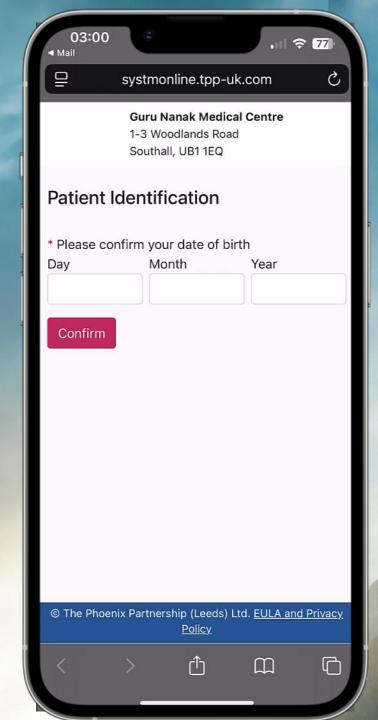
Alcohol: Ealing Spec

Delivery:

- **Offer** Alcohol Use Disorder Identification Test (AUDIT) questionnaire (can be via SMS, Email or NHS App messaging) to patients aged 13yrs upwards, who lack any completed AUDIT questionnaire in the past 5 years

- **Offer** support, brief advice or referral/signposting to services (e.g. RISE) as appropriate following AUDIT responses received

- At least one health professional in practice undertakes any training offered by RISE or eLearning training on Alcohol intervention and brief advice and cascades learning to others (www.e-lfh.org.uk/programmes/alcohol/)

Ensure an impact, even if patient 'drops out' without submitting questionnaire responses
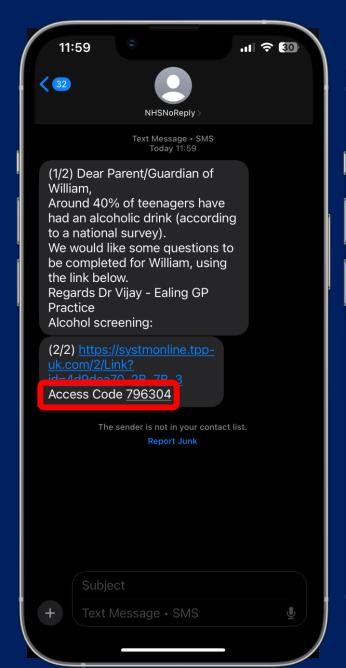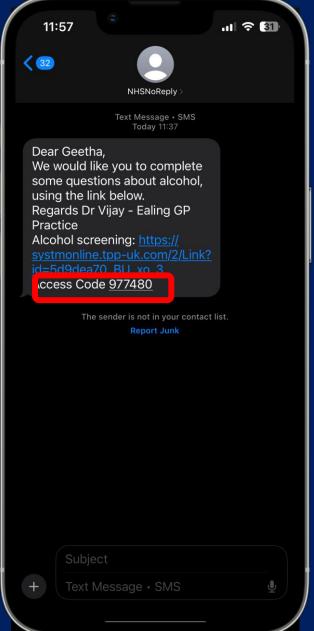
Remove Access Code for Questionnaires / Patient Replies

Practices are requested to remove the Access code option to increase response rates for questionnaires & patient replies.

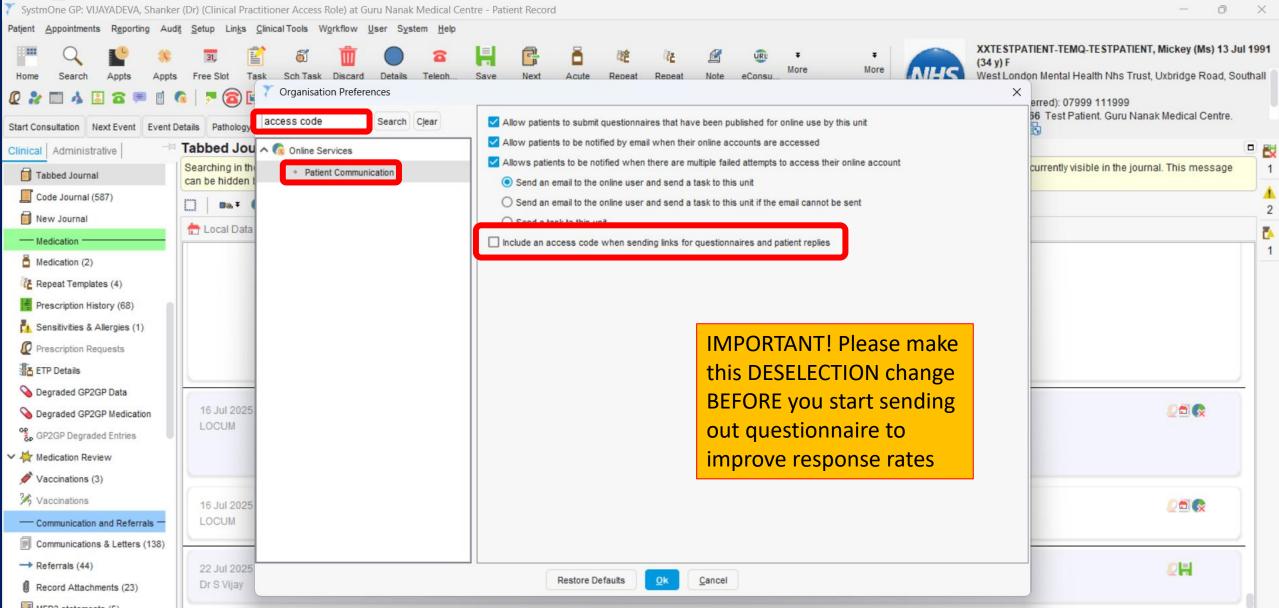Patients still have to enter their Date of Birth (as verification) and the Access code does not offer additional security as SystmOne includes the Access code in the same message as the original link.

Organisational Preferences → Search 'Access code' → Deselect 'Include an access code' so not included →OK

IMPORTANT! Please make this DESELECTION change BEFORE you start sending out questionnaire to improve response rates

SystmOne: **Visualisations**
(includes demo of Alcohol Screening visualisation)

Alcohol Screening Dashboard: SystmOne Visualisation

Alcohol Screening Dashboard - Ealing

Alcohol Screening - Ealing Borough

To provide AUDIT

Age Range	# of Patients	CA
Teenagers 13-17yrs	32	
Adults 18yrs+	592	

Completed AUDIT scores & Patients still awaiting response about their score/risk (if not low)

Score / Risk	# Teenagers	# Respond about Risk - Teenagers	CA	# Adults	# Respond about Risk - Adults	CA
>20 Possible Dependence	0	0		12	0	
16-19 Higher Risk	0	0		9	0	
8-15 Increasing Risk	1	0		80	0	
0-7 Low Risk	108	94		1,715	1,627	

Ealing Borough is extending the screening of patients' alcohol consumption to help improve their health and outcomes.

Outcomes

Indicator	% Patients	# of Patients	
Offered Alcohol screening in past 2yrs	81.7%	12,198	
Completed Screening in past 5yrs	20.9%	3,124	
Alcohol Advice / Intervention in past 12mths	6.4%	956	
Under care / Referred to Alcohol Services in past 12mths	0.1%	17	

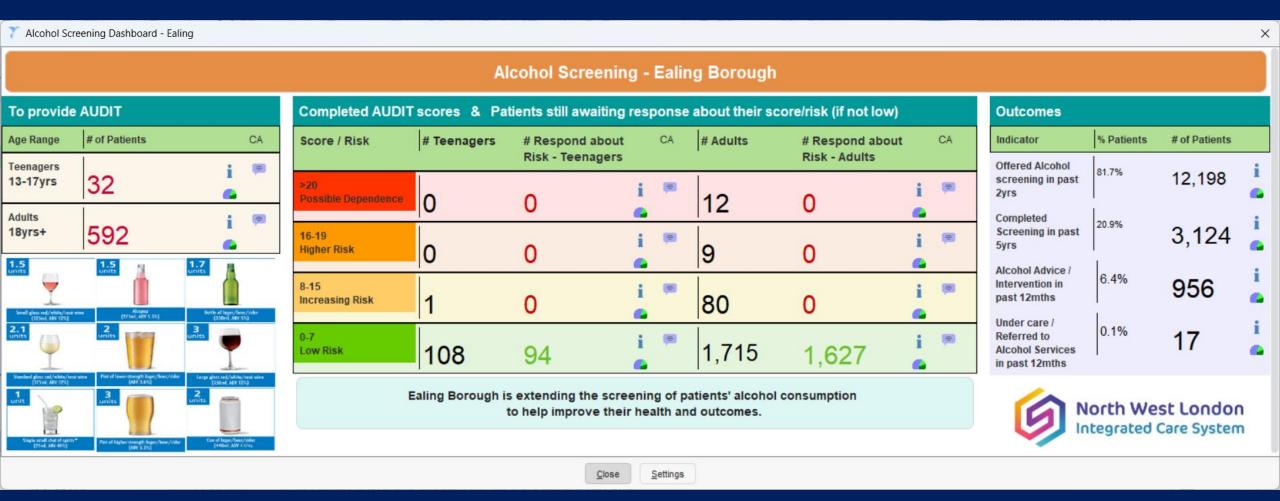North West London Integrated Care System

Search for 'Visualisation' → Launch Visualisation

Alcohol Screening Dashboard: SystmOne Visualisation

Alcohol Screening Dashboard - Ealing

Alcohol Screening - Ealing Borough

To provide AUDIT

Age Range	# of Patients	CA
Teenagers 13-17yrs	32	i
Adults 18yrs+	592	i

Click on 'i' icon to retrieve the linked Report. You will need to close the Visualisation to see/access the Report in full

[Completed AUDIT scores & Patients still awaiting response about their score/risk (if not low)]

			Respond about [risk] - Adults	CA
10 High	0	0	9	0
8-15 Increasing Risk	1	0	80	0
0-7 Low Risk	108	94	1,715	1,627

Ealing Borough is extending the screening of patients' alcohol consumption to help improve their health and outcomes.

Outcomes

Indicator	% Patients	# of Patients
Offered Alcohol screening in past 2yrs	81.7%	12,198
Completed Screening in past 5yrs	20.9%	3,124
Alcohol Advice / Intervention in past 12mths	6.4%	956
Under care / Referred to Alcohol Services in past 12mths	0.1%	17

North West London Integrated Care System

Close   Settings

16

Alcohol Screening Dashboard: SystmOne Visualisation

Alcohol Screening Dashboard - Ealing

Alcohol Screening - Ealing Borough

To provide AUDIT

Age Range	# of Patients	CA
Teenagers 13-17yrs	32	
Adults 18yrs+	592	

Click on 'Communications Annexe' icon to see linked Preset message suitable for this report. It will be 'greyed out' if you do not have a patient retrieved. To send it in bulk, you will need to find the same Preset message directly from the Communications Annexe link from the Report page

Risk					% Patients	# of Patients
16-19 Higher Risk	0	0	9	0	81.7%	12,198
					20.9%	3,124
8-15 Increasing Risk	1	0	80	0	6.4%	956
0-7 Low Risk	108	94	1,715	1,627	0.1%	17

Alcohol Advice / Intervention in past 12mths — 6.4% — 956

Under care / Referred to Alcohol Services in past 12mths — 0.1% — 17

Ealing Borough is extending the screening of patients' alcohol consumption to help improve their health and outcomes.

North West London Integrated Care System

Close   Settings

Patient   Appointments   Reporting   Audit   Setup   Links   Clinical Tools   Workflow   User   System   Help

Home   Search   Appts   Appts   Free Slot   Task   Sch Task   Discard   Details   Teleph...   Save   Next   Acute   Repeat   Repeat   Note   eConsu...   eConsu...   IM   More   More

Create Breakdown   Settings   Refresh

All Tasks | Summary | VIJAYADEVA, Shanker (Dr) |

- All Tasks
  - All Open Tasks (840)
  - Unassigned Tasks (14)
  - Assigned to Groups
  - Assigned to Teams (450)
  - Assigned to Staff (376)
  - By Status (840)
  - Tasks from Elsewhere (52)
- Filters
  - For Me, My Groups and My Teams (89)
    - FYI (1)
    - Miscellaneous (5)
    - Online Questionnaire Completed (1)
    - Patient Requested Prescription (82)
  - For Only Me (4)
  - Due Today
  - Due Tomorrow
  - Overdue
  - Created By Me (5)
  - Current Patient

Enter text to search

			Task ⌄	Status	Due Date	Started	Flags
			FYI	Not Started		☐	⚐
			Miscellaneous	Not Started		☐	⚐
			Miscellaneous	Not Started		☐	⚐
14 May 20...	Dr S Vijay	XXTESTPATIENT-TEMQ-TESTPATIENT, Donotuse (Mrs)	Online Questionnaire Completed	Not Started		☐	⚐

4 Tasks

Wed 14 May 19:46 - Sent automatically by SystmOne
The questionnaire 'Alcohol screening' was completed online.

Show empty staff, groups and teams

Search features

4   89   14   0   1   0   19:53

Alcohol: Ealing Spec

Responding to risk:

'Advice on Alcohol consumption' Xa1dA / 'Education about alcohol consumption' 281078001
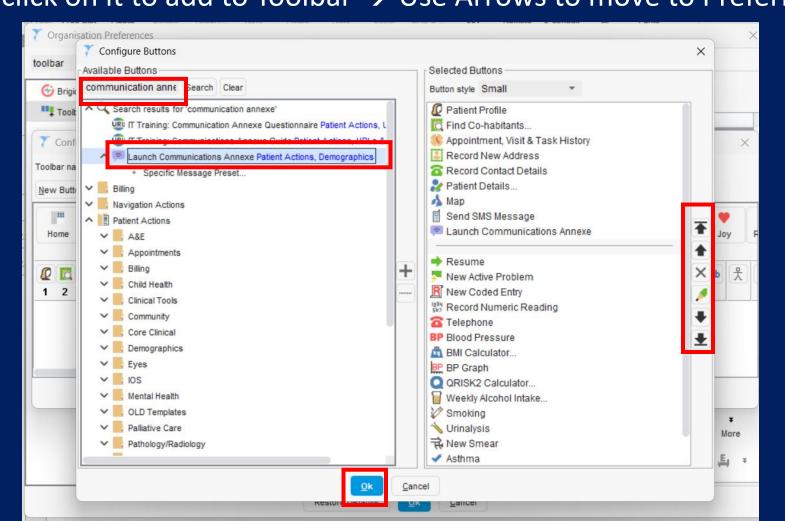
Communications Annexe:

Different Preset messages for both Adults and Teenagers to send for different Risk levels (not essential to send for low risk patients)

Add 'Communications Annexe' to your Toolbars (if not present)

Organisational Preferences → Toolbars → Amend Toolbar → Amend Button Set →
Search for 'Communications Annexe' in Available Buttons →
Double click on it to add to Toolbar → Use Arrows to move to Preferred Position →OK
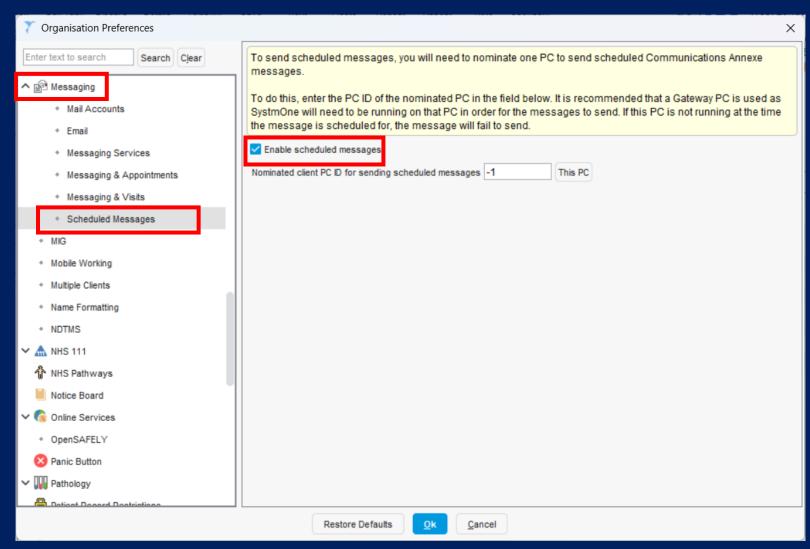
If wish to 'Enable scheduled (delayed) messages'
Organisational Preferences → Messaging → Scheduled Messages
→ Enabled scheduled messages
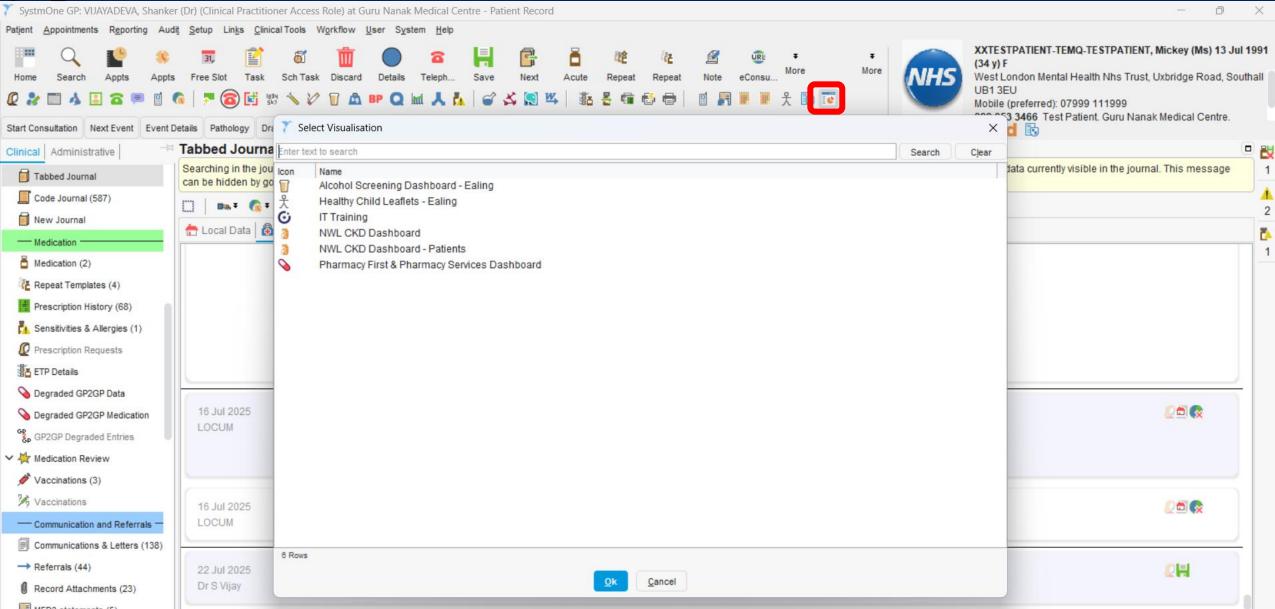
You need to nominate one PC (recommended Gateway PC) to be left running to send messages.
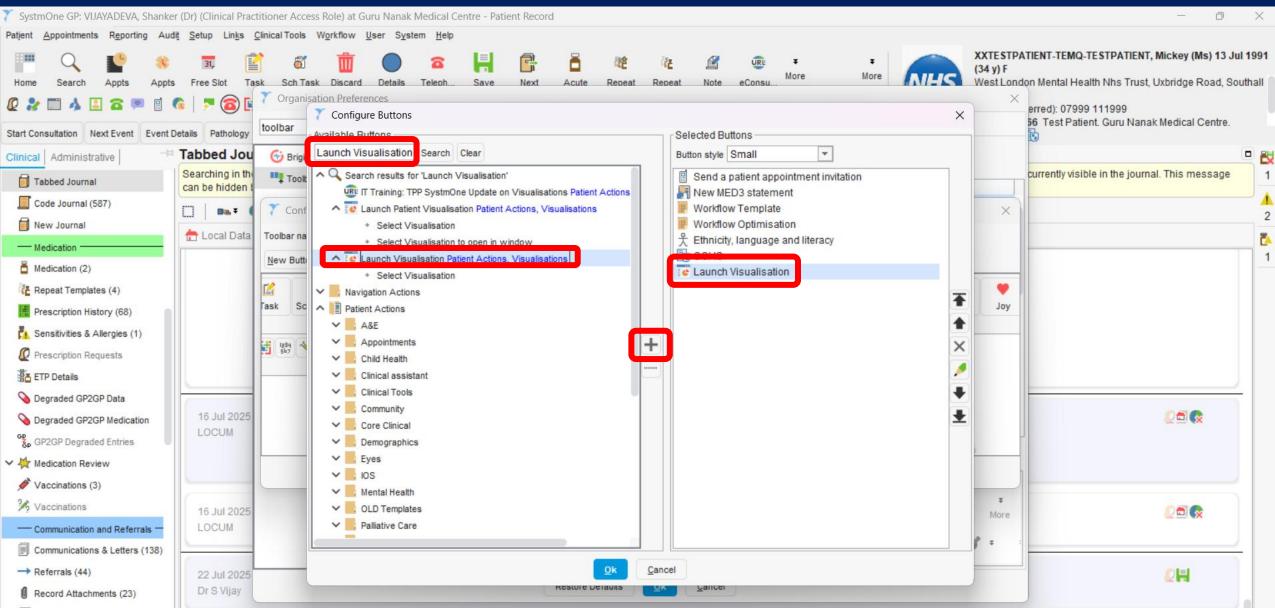
Setup so able to launch Visualisations from Toolbar or Clinical Tree
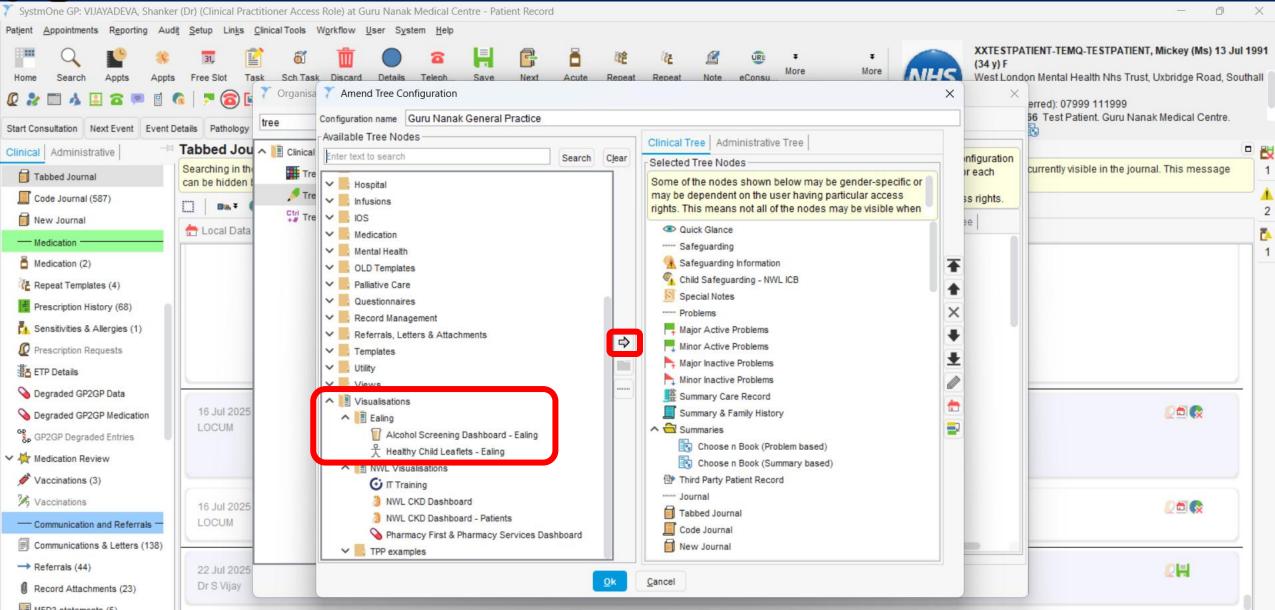
Add 'Launch Visualisation' to Practice Toolbar

Consider adding individual Visualisations to Clinical Tree
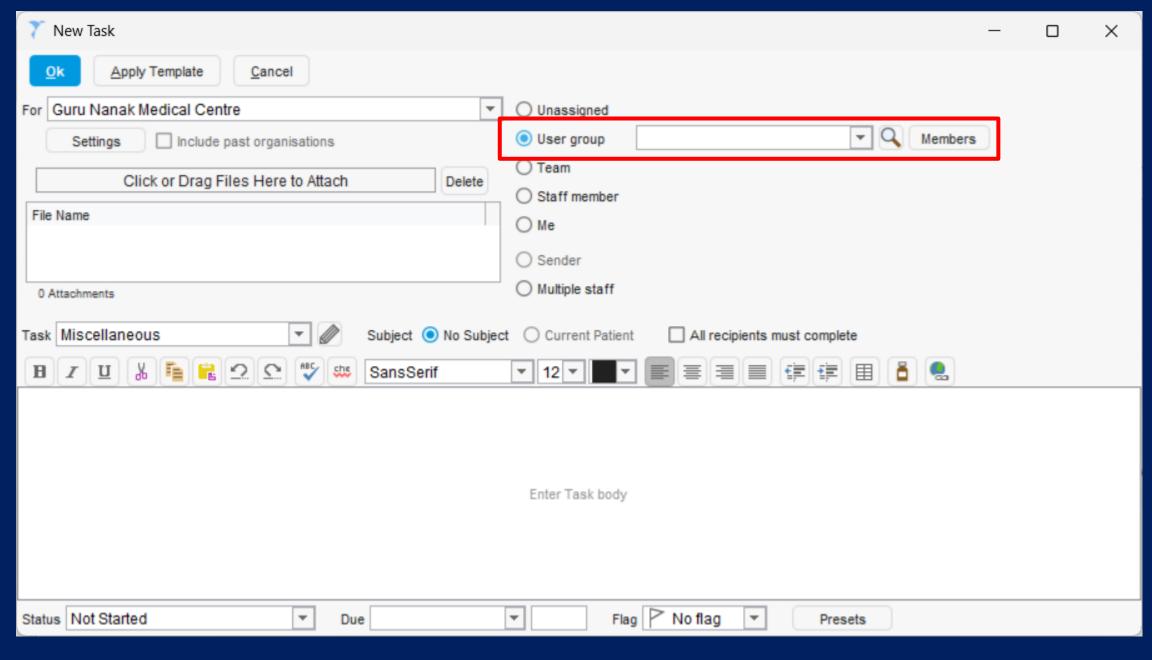
Diversion….

Switching from
SystmOne 'User Groups'
to SystmOne 'Teams' to maximise
'Communications Annexe' functionality
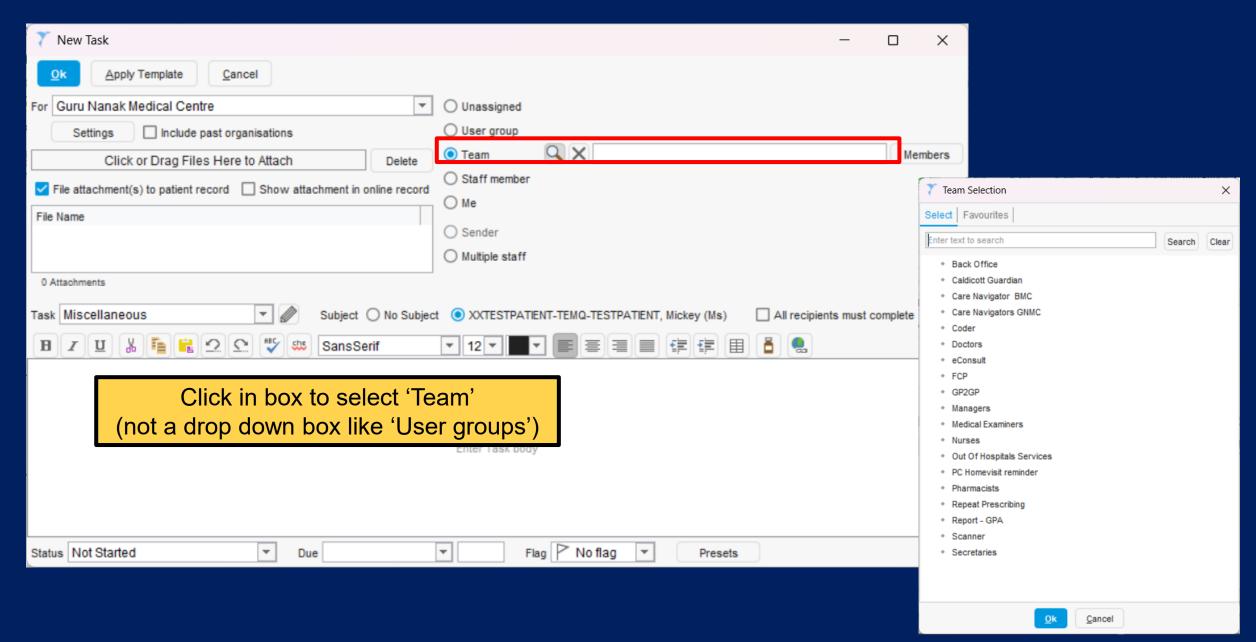
Current use of' 'User group' – e.g. when sending a Task
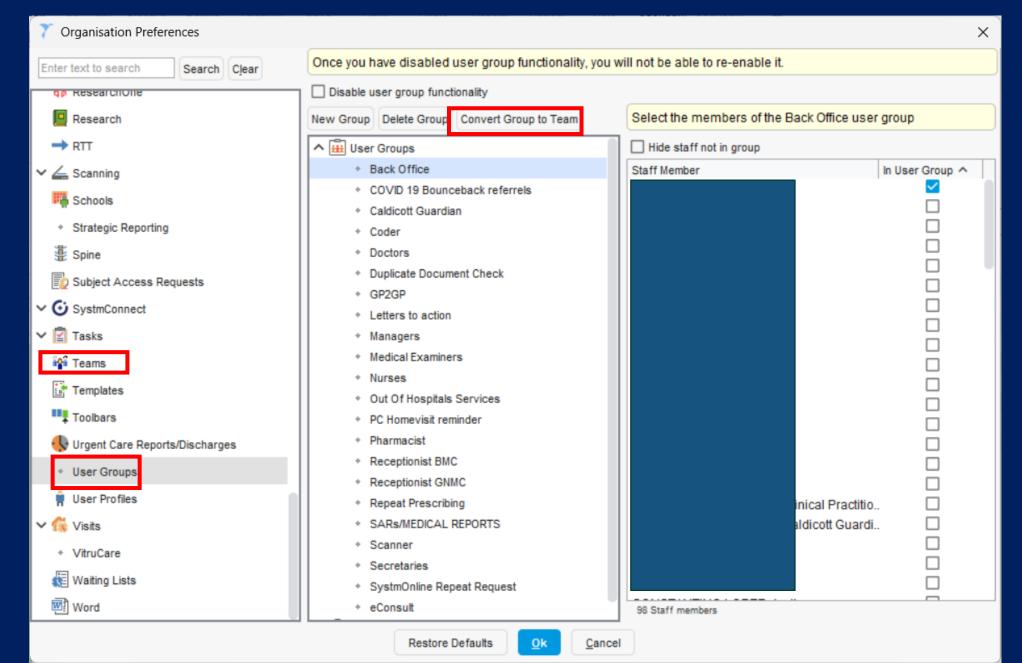
New use of 'Team' to replace 'User group'– e.g. when sending a Task

Click in box to select 'Team'
(not a drop down box like 'User groups')

Why do we need to change from SystmOne 'User groups' to SystmOne 'Teams'?

1. In 2021/22, SystmOne stated that **'User groups' are being replaced by 'Teams'** and practices **need to switch**

2. **Do not confuse SystmOne 'Teams' with Microsoft 'Teams'** – they are different!

3. **Newer SystmOne functionality** can **only use 'Team'** and not 'User group':

   - e.g. Communications Annexe (to send messages to patients) can only receive replies to a 'Team' and not 'User group';

     - SystmConnect (if wish to explore online consultations within SystmOne) can only use 'Team'

4. **'Teams'** are **easier to maintain** than 'User groups' (e.g. easier to rename) and help with hierarchy of Teams

5. To help staff with the switchover, consider **keeping the names of 'Teams' the same as previous names of 'User groups'**, but you might wish to rename them in future

   - May be some initial frustrations (e.g. notifications) that need to be tackled after switching
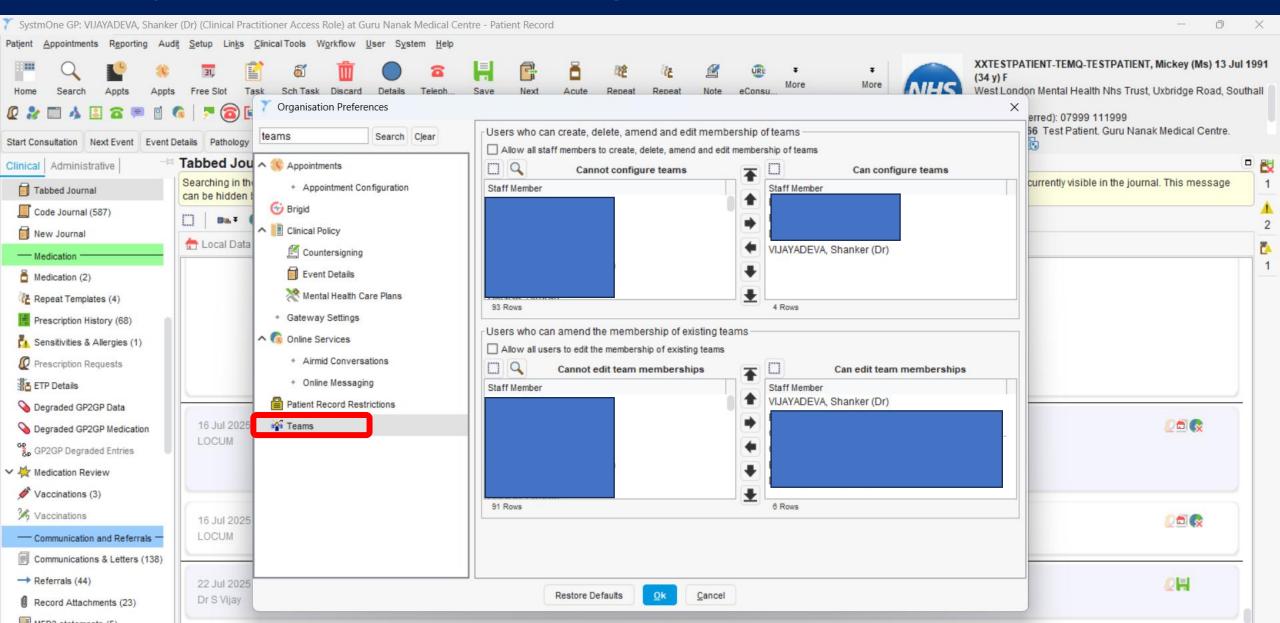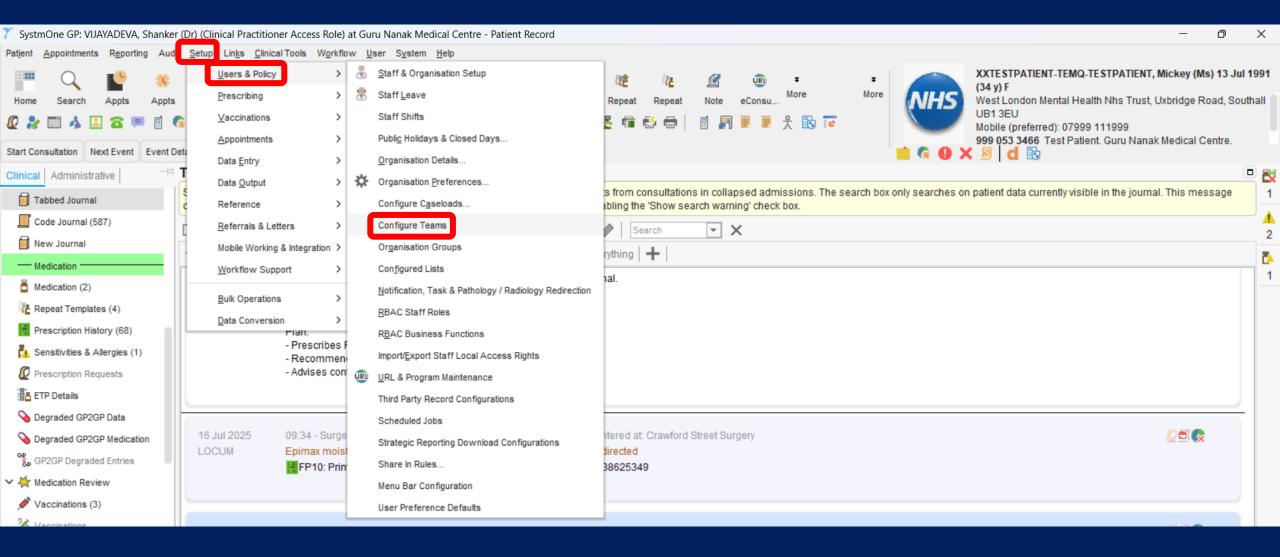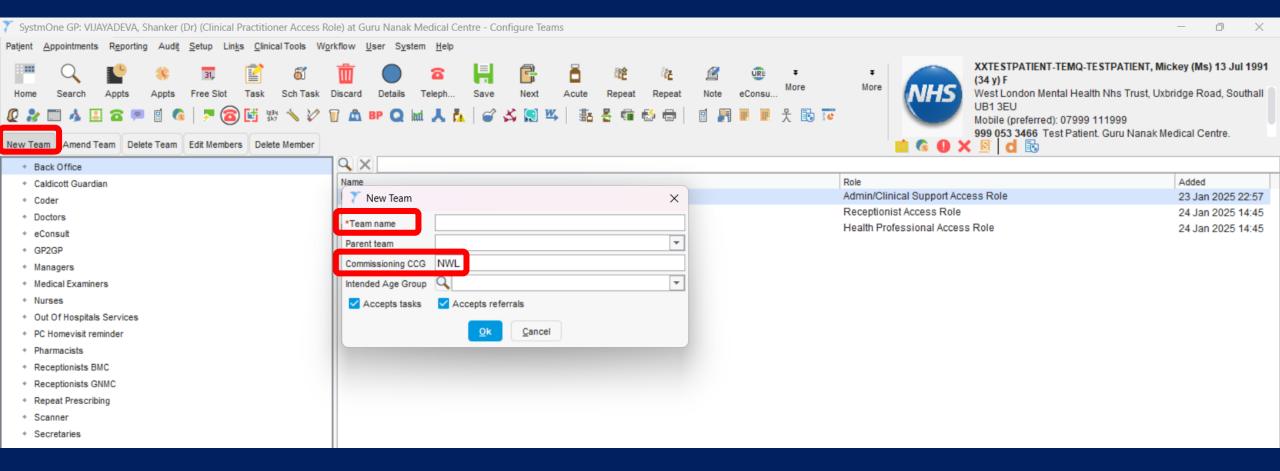
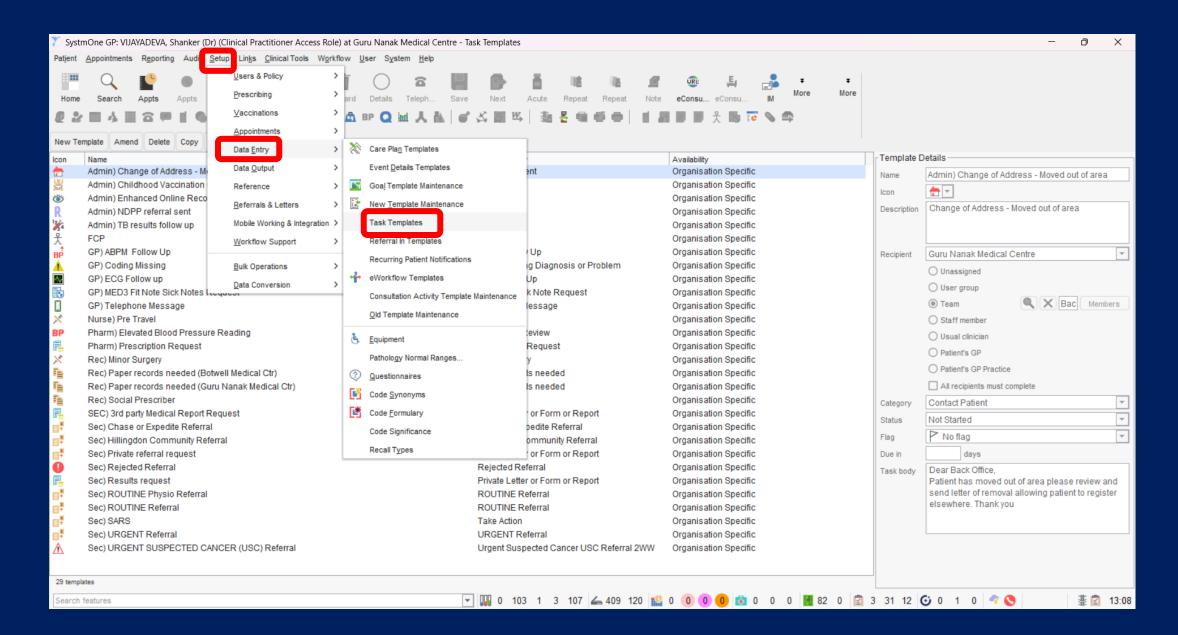# Setup → Users & Policy → Configure Teams
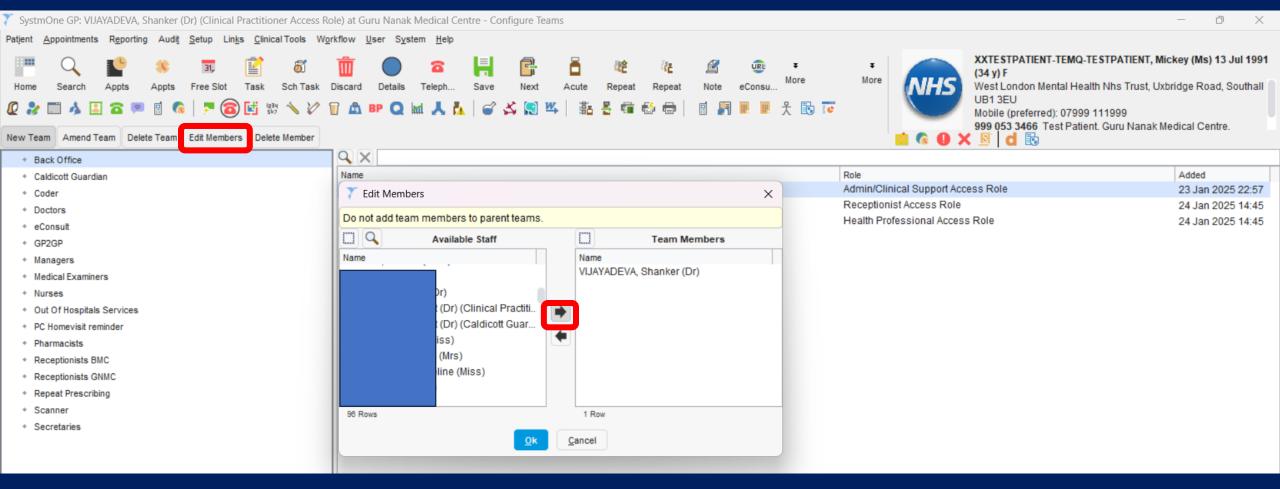
New Team: Choose name
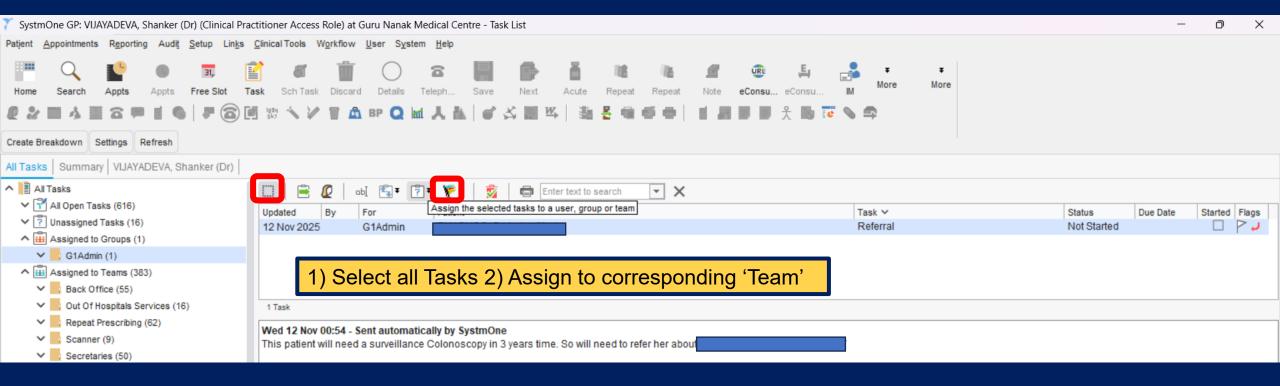
New Team: Edit Members

3 Bulk update Tasks to reassign from 'User group' to corresponding 'Team' (i.e. move them into Team inbox!)
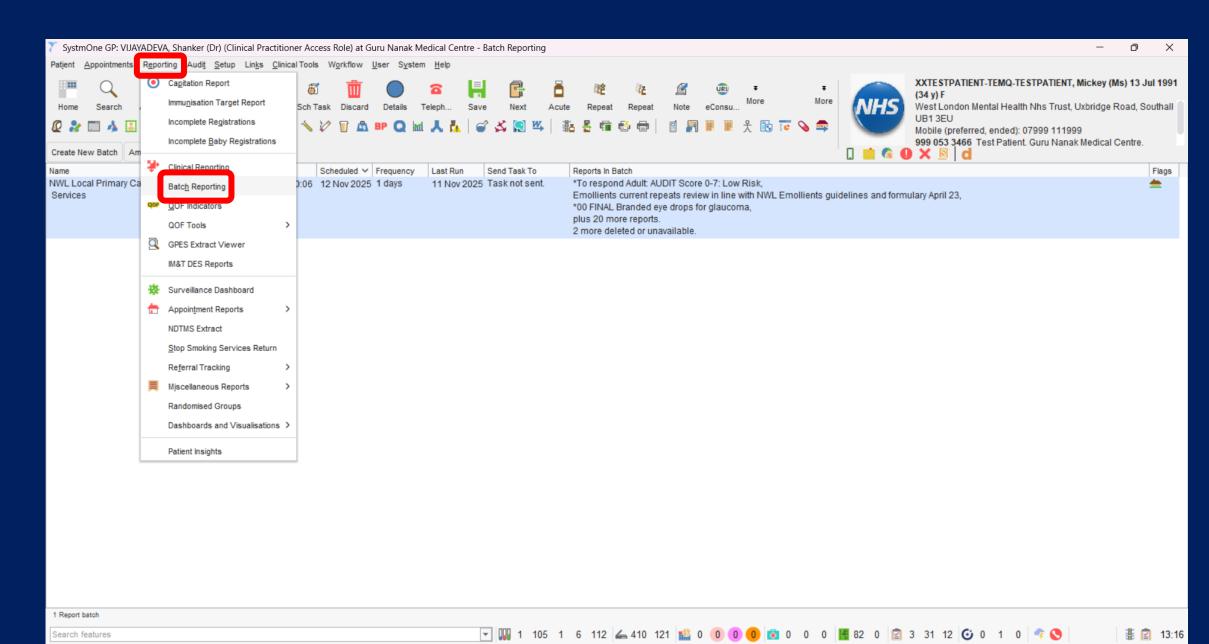

1) Select all Tasks 2) Assign to corresponding 'Team'

4 Update 'Task Templates' to switch from User Groups to Teams
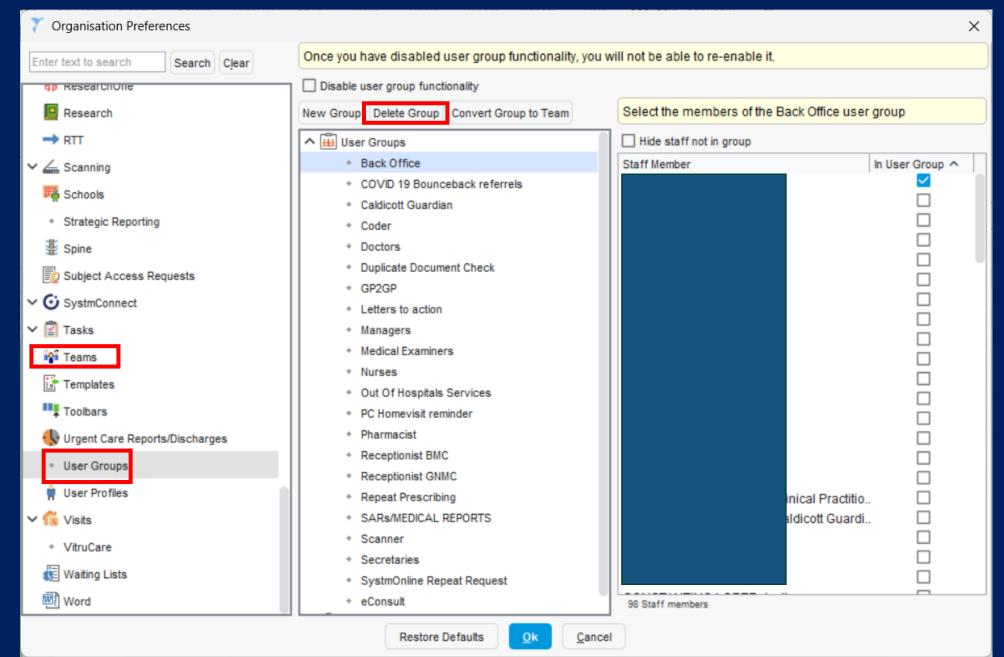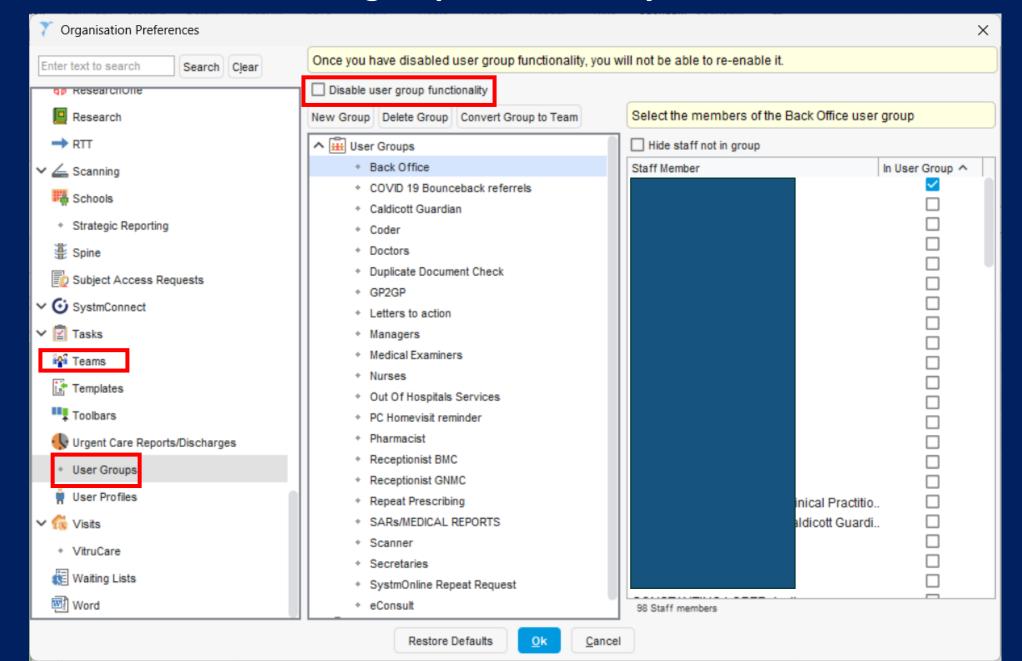
7 **Do not rush to 'Disable user group functionality' as it cannot be reversed**
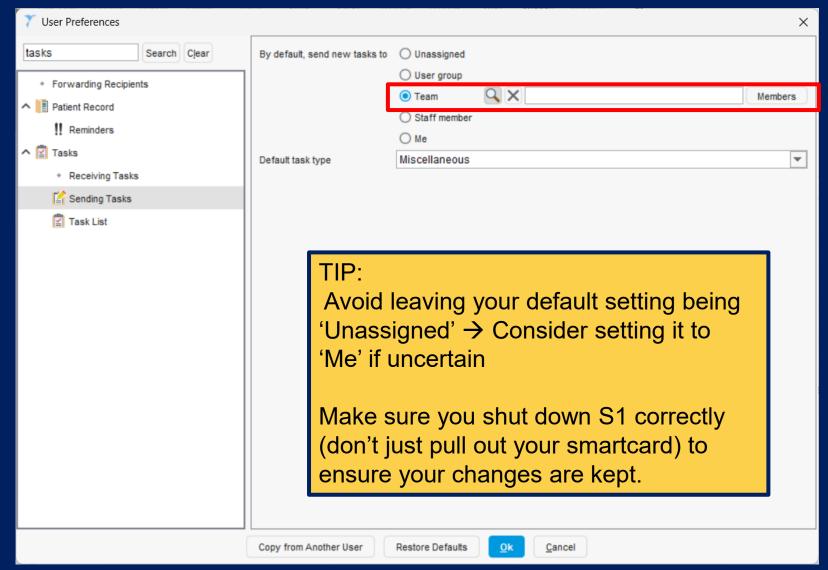
8 Alert staff to check if they need to update their 'User preferences' if set to send tasks by default to a particular 'User group'
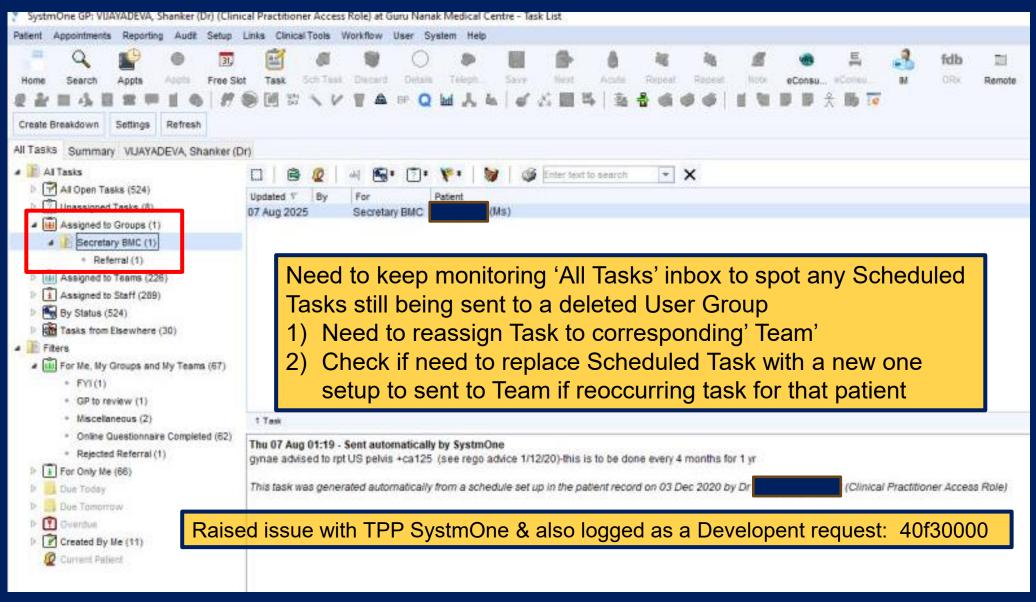User → User preferences → Tasks → Sending Tasks

TIP:
Avoid leaving your default setting being 'Unassigned' → Consider setting it to 'Me' if uncertain

Make sure you shut down S1 correctly (don't just pull out your smartcard) to ensure your changes are kept.

WARNING: 'Scheduled Tasks' set to send to a User Group might still be received in that User group, even after the User group is deleted

Need to keep monitoring 'All Tasks' inbox to spot any Scheduled Tasks still being sent to a deleted User Group
1) Need to reassign Task to corresponding' Team'
2) Check if need to replace Scheduled Task with a new one setup to sent to Team if reoccurring task for that patient

Raised issue with TPP SystmOne & also logged as a Developent request: 40f30000
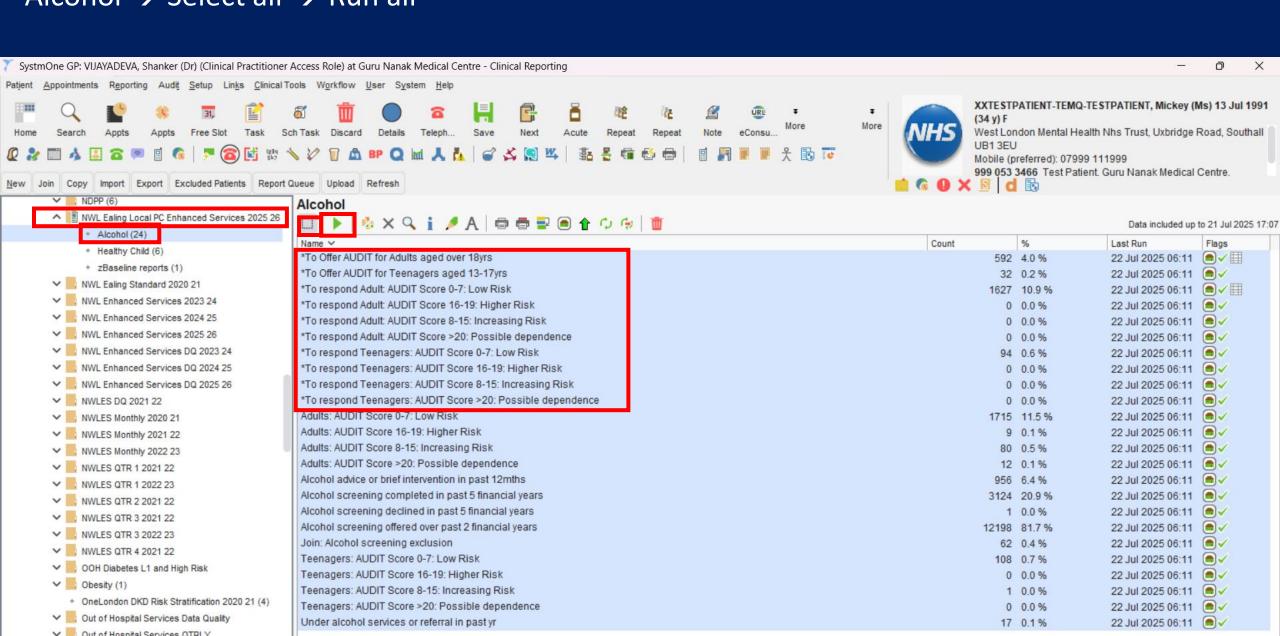
Checklist of Suggested Steps:

1 Convert 'User Group' to 'Team' → Initially keep names & members the same to help with changeover/familiarity

(?best to due when practice close/quiet)

→ Task rules are updated automatically

2 Setup staff members that can configure 'Teams' (and also configure 'Teams' further if required)

3 Bulk update Tasks to reassign from 'User Group' to corresponding 'Team':
- Main issue is it is less obvious to see 'initial date task created/sent' as focus on 'date updated'

4 Update any 'Task templates' setup to send to User groups

5 Update any 'Batch reporting' setup to send Tasks to User groups

6 Delete all remaing User groups once Teams set up done, to avoid staff confusion

7 No need to rush to 'Disable user group functionality' via Organisational Preferences

8 Alert all practice staff to check & update their User preferences to switch from User group to Team

9 ⚠️ RISK/ISSUE: Scheduled Tasks may still be sent to original User group (even if deleted),

so keep an eye on global Task inbox
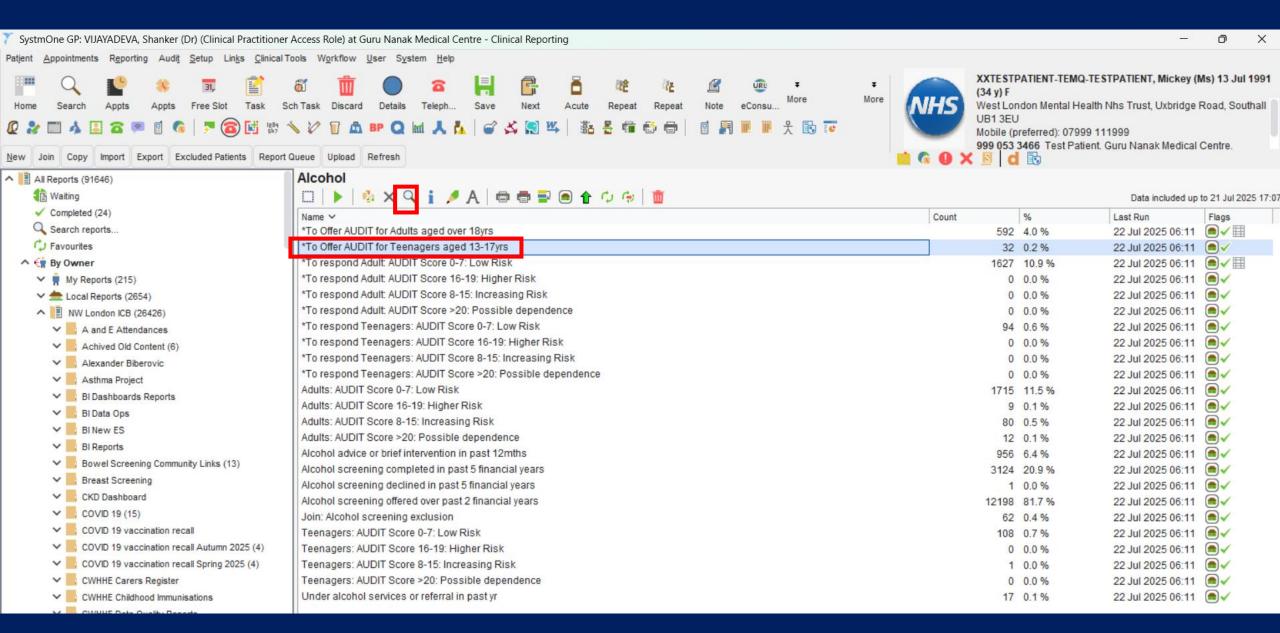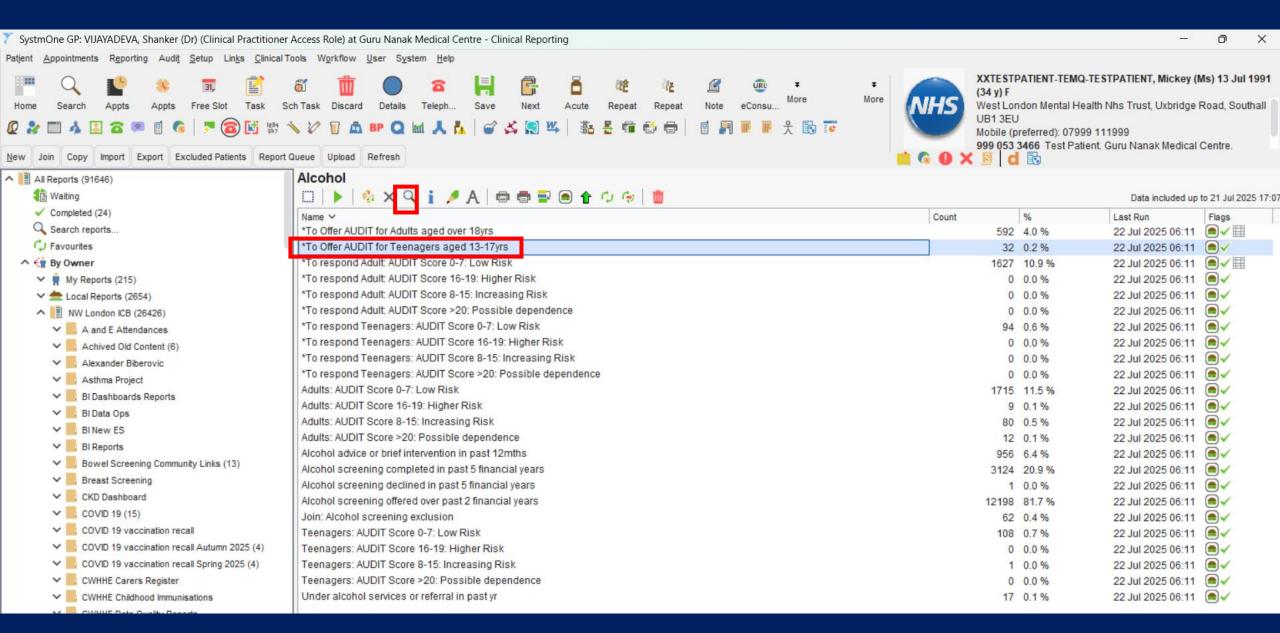
Back to
Alcohol Screening…
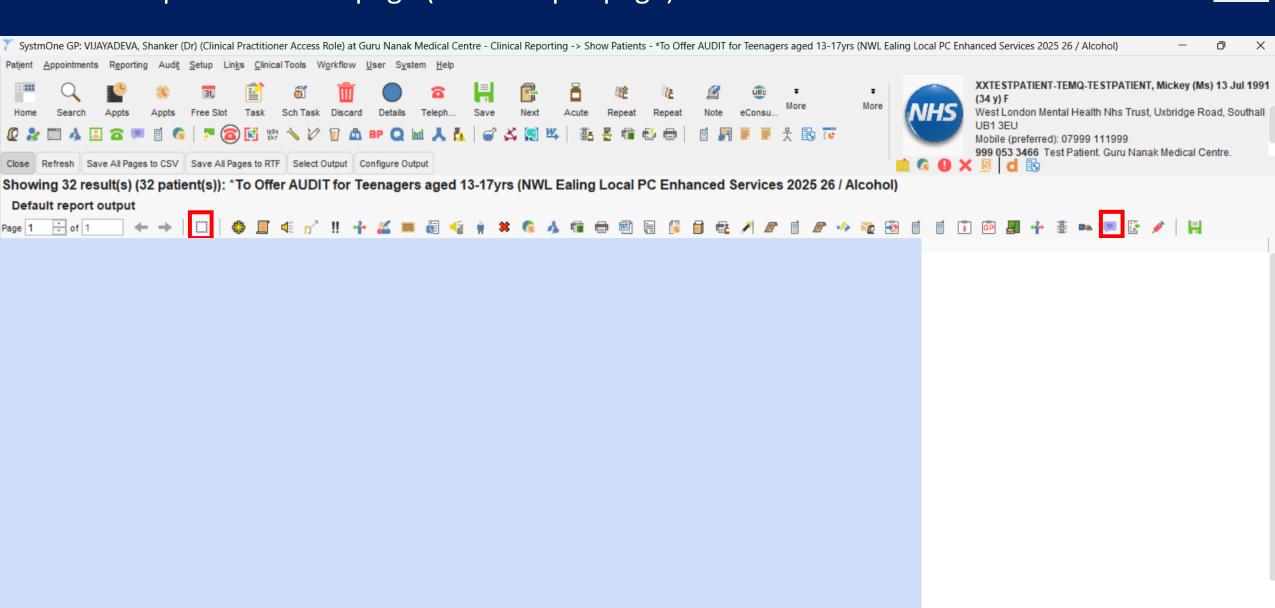
*To Offer AUDIT for Teenagers aged 13-17yrs → Show patients

*To Offer AUDIT for Teenagers aged 13-17yrs → Show patients

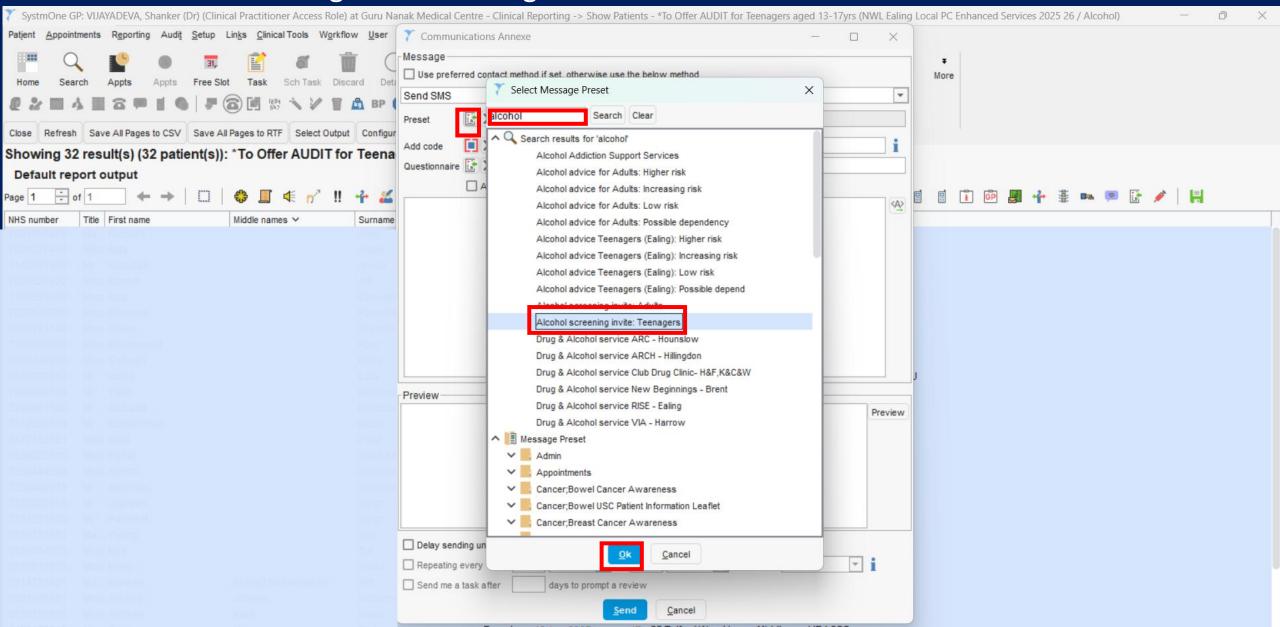# Select ALL patients on 1st page (max 250 per page) → Select 'Communications Annexe'

SystmOne GP: VIJAYADEVA, Shanker (Dr) (Clinical Practitioner Access Role) at Guru Nanak Medical Centre - Clinical Reporting -> Show Patients - *To Offer AUDIT for Teenagers aged 13-17yrs (NWL Ealing Local PC Enhanced Services 2025 26 / Alcohol)

Patient   Appointments   Reporting   Audit   Setup   Links   Clinical Tools   Workflow   User

Home   Search   Appts   Appts   Free Slot   Task   Sch Task   Discard   Det   More

Close   Refresh   Save All Pages to CSV   Save All Pages to RTF   Select Output   Configur

Showing 32 result(s) (32 patient(s)): *To Offer AUDIT for Teena

Default report output

Page 1 of 1

Communications Annexe

Message
☐ Use preferred contact method if set, otherwise use the below method

Send SMS

Preset

Add code

Questionnaire

Select Message Preset

alcohol   Search   Clear

∧ 🔍 Search results for 'alcohol'
    Alcohol Addiction Support Services
    Alcohol advice for Adults: Higher risk
    Alcohol advice for Adults: Increasing risk
    Alcohol advice for Adults: Low risk
    Alcohol advice for Adults: Possible dependency
    Alcohol advice Teenagers (Ealing): Higher risk
    Alcohol advice Teenagers (Ealing): Increasing risk
    Alcohol advice Teenagers (Ealing): Low risk
    Alcohol advice Teenagers (Ealing): Possible depend
    Alcohol screening invite: Adults
    Alcohol screening invite: Teenagers
    Drug & Alcohol service ARC - Hounslow
    Drug & Alcohol service ARCH – Hillingdon
    Drug & Alcohol service Club Drug Clinic- H&F,K&C&W
    Drug & Alcohol service New Beginnings - Brent
    Drug & Alcohol service RISE - Ealing
    Drug & Alcohol service VIA - Harrow
∧ 📄 Message Preset
    ∨ 📁 Admin
    ∨ 📁 Appointments
    ∨ 📁 Cancer;Bowel Cancer Awareness
    ∨ 📁 Cancer;Bowel USC Patient Information Leaflet
    ∨ 📁 Cancer;Breast Cancer Awareness

NHS number   Title   First name   Middle names   Surname

Preview

Preview

☐ Delay sending un
☐ Repeating every
☐ Send me a task after   days to prompt a review
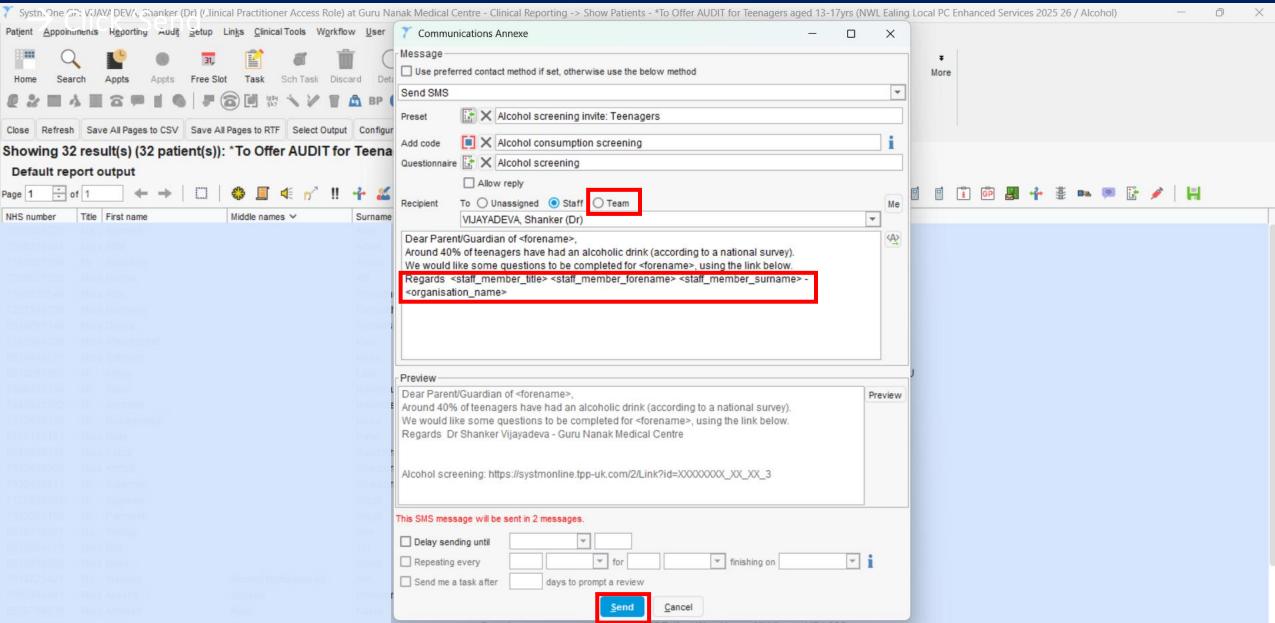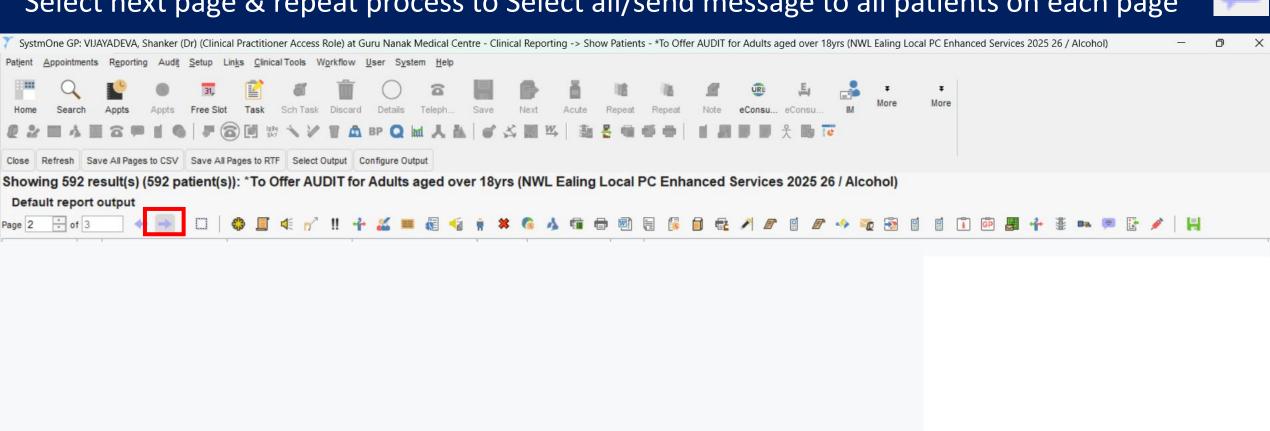
Ok   Cancel

Send   Cancel

Choose if Questionnaire responses received by individual or 'Team' (not User group) → Check and adjust 'Signature' (e.g. may wish to change to GP Partner name etc)

SystmOne GP: VIJAYADEVA, Shanker (Dr) (Clinical Practitioner Access Role) at Guru Nanak Medical Centre - Clinical Reporting -> Show Patients - *To Offer AUDIT for Adults aged over 18yrs (NWL Ealing Local PC Enhanced Services 2025 26 / Alcohol)

Patient Appointments Reporting Audit Setup Links Clinical Tools Workflow User System Help

Home Search Appts Appts Free Slot Task Sch Task Discard Details Teleph... Save Next Acute Repeat Repeat Note eConsu... eConsu... IM More More

Close Refresh Save All Pages to CSV Save All Pages to RTF Select Output Configure Output

Showing 592 result(s) (592 patient(s)): *To Offer AUDIT for Adults aged over 18yrs (NWL Ealing Local PC Enhanced Services 2025 26 / Alcohol)

Default report output

Page 2 of 3

Healthy Child Leaflets

Ealing, North West London
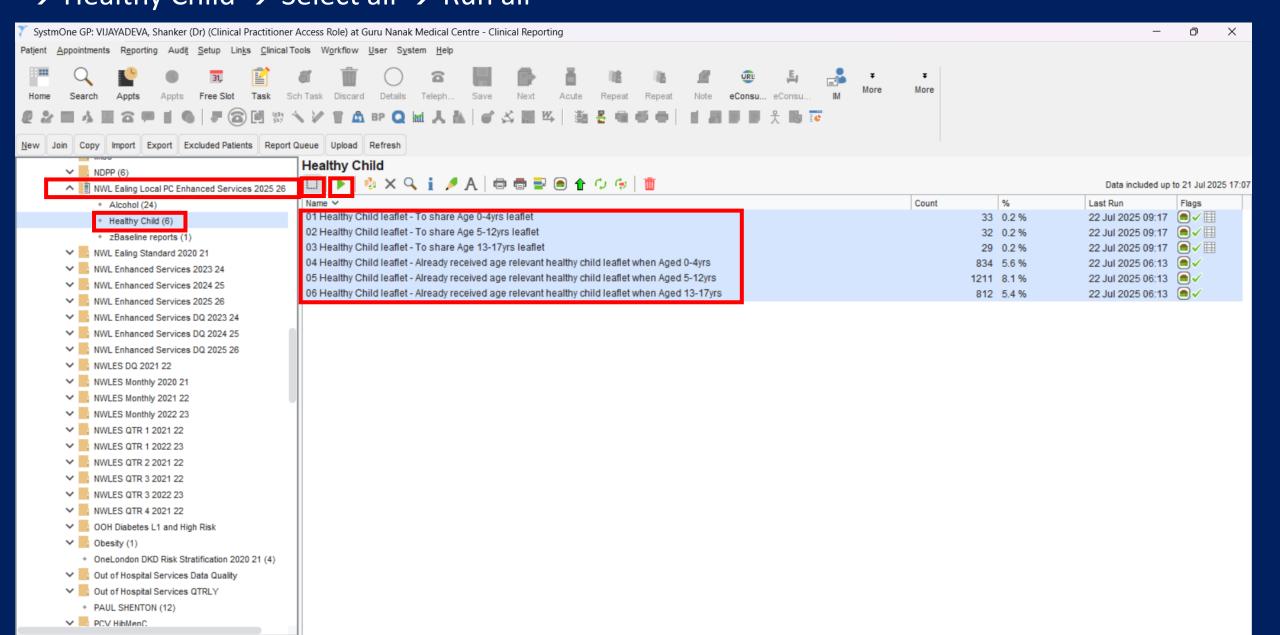
Healthy Child Leaflets – Ealing: SystmOne Visualisation

All children (0-17yrs) receive age relevant healthy child leaflets (with addition of 'Health care services information leaflet given' SNOMED 202001000000108 code)
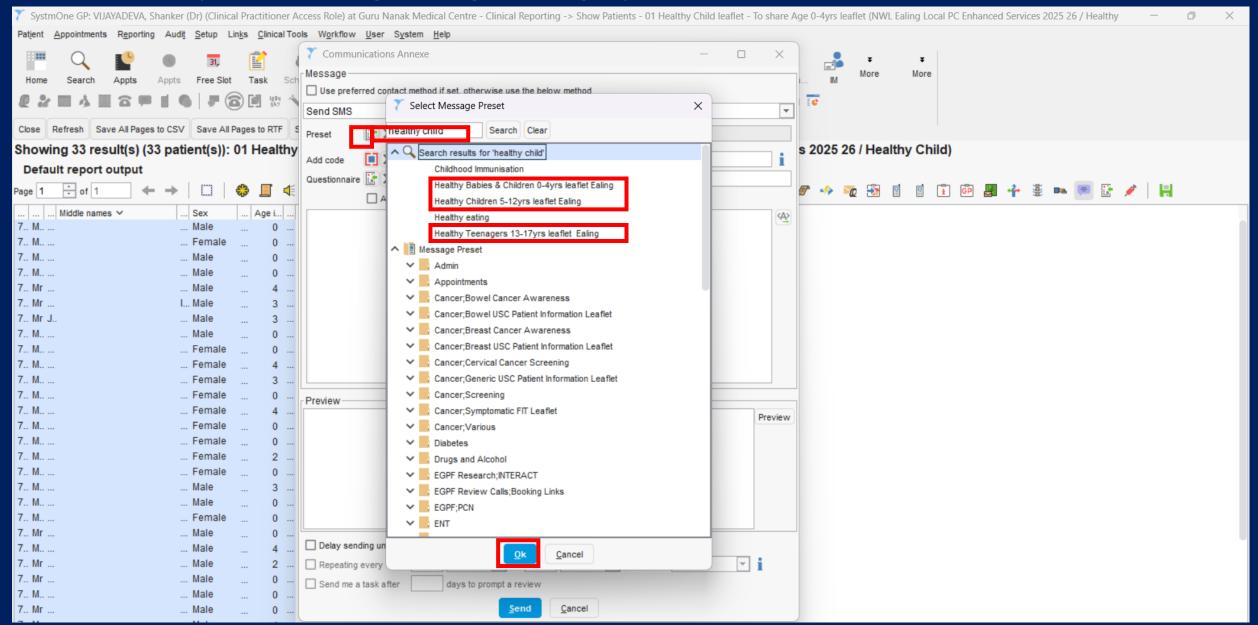
Clinical Reporting → NWL London ICB→ NWL Ealing Local PC Enhanced Services 2025 26 → Healthy Child → Select all → Run all

Click on 'Preset' icon → Search for 'healthy child' →
Select correct preset message for age cateogory → Click 'OK'

Healthy Child Leaflets – Number of Clicks on Links

Top links   →   DETAILS →

Link	Clicks ?
/EalingHealthyChildrenaged5-12yrsleaflet	6070
/EalingHealthyBabiesandChildrenunder5leaflet	4245
/EalingHealthyTeenagersaged13-17yrsleaflet	4005
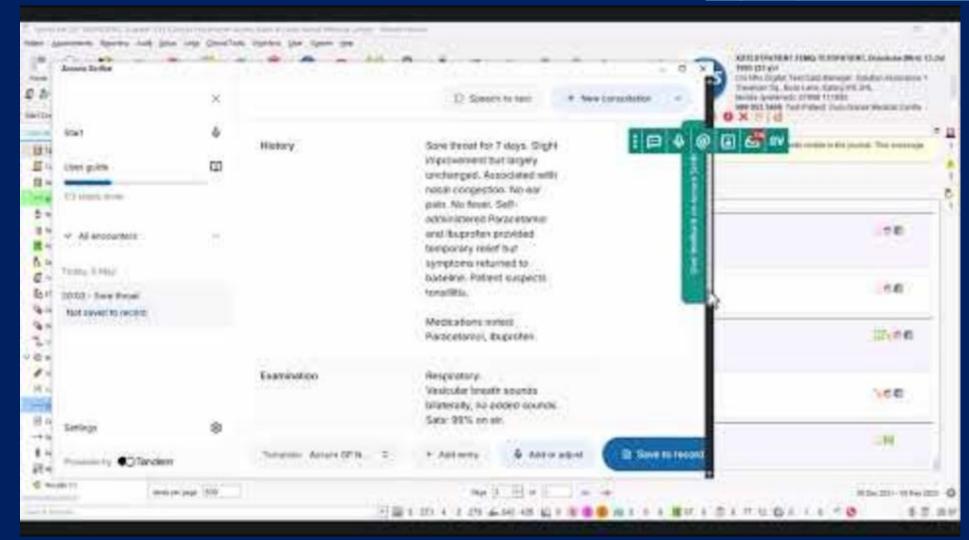
AI Scribe

Ealing, North West London

AI Clinical Scribe - Demo:
Risks/Benefits of Integration with Healthcare IT systems

https://youtu.be/JLLVke2pUcE
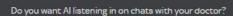
Doctors are using unapproved AI software to record patient meetings, investigation reveals

There is growing controversy around AI software that transcribes patient conversations, with GPs warned unauthorised tools could breach data rules.

By Sam Coates, deputy political editor, and Joe Cook, political producer

🕐 Tuesday 24 June 2025 11:23, UK

00:00

Listening...

▶

2:04

Do you want AI listening in on chats with your doctor?

NHS
England

Search

Guidance on the use of AI-enabled ambient scribing products in health and care settings

Document first published:	27 April 2025
Page updated:	29 April 2025
Topic:	Digital
Publication type:	Guidance

This guidance outlines key considerations for NHS technology leaders implementing ambient scribing products across health and care settings in England.

Ambient scribing products, when combined with generative Artificial Intelligence (AI), can convert speech directly into structured medical documentation, such as notes and letters.

The products are sometimes referred to as ambient scribes or AI scribes and include advanced ambient voice technologies (AVTs) used for clinical or patient documentation and workflow support.

Access more information about the ongoing development of guidance on adopting ambient scribing products.

NHS England

9th June 2025

Alec Price-Forbes

National Chief Clinical Information Officer

NHS England

england.ccio@nhs.net

Priority Notification: Ensuring Safe and Assured Adoption of AI Scribe Technology

The adoption of ambient scribing products and Ambient Voice Technology (AVT) solutions hold transformative potential for any care setting. Their adoption, when used safely and securely, is to be encouraged to improve both the quality of patient care and operational efficiency. However, since NHS England published AVT guidance on 27th April 2025, we have received an increasing number of requests to clarify their deployment and use.

We are now aware of a number of AVT solutions which, despite being non-compliant with our published guidance, are still being widely used in clinical practice as free trials or through direct commissioning, both by individuals and organisations. Irrespective of care setting, all NHS organisations must ensure that any AVT solutions being used meets the specified NHS standards as the use of non-compliant solutions poses a risk to clinical safety and data security.

Key points you need to follow:

1. Do not use AVT solutions that are not compliant with NHS standards.
2. All AVT solutions that generate summarisation require, at least, MHRA Class 1 medical device status.
3. Providers need to complete a clinical safety risk assessment and data protection impact assessment (DPIA) before using these tools as part of your legal responsibilities as set out in DCB0160.
4. Liability for using a non-compliant solutions sits with the deploying organisation (e.g. general practice or trust) or individual user.

A full breakdown of the assurance requirements is detailed below. It is essential that any NHS organisation reads the guidance (https://tinyurl.com/7s3vmtw2) and checks with their ICB digital team before proceeding.

Several AVT suppliers are approaching NHS organisations, including Primary and Secondary Care, offering AI-driven ambient scribe solutions. While the opportunity for efficiency and workflow enhancement is emerging at pace, many of these vendors have not complied with basic NHS governance standards, such as seeking ICB approval, providing MHRA clinical safety and technical/cyber platform assurance, and evidencing proven benefit within the NHS.

Proceeding with non-compliant solutions risks clinical safety, data protection breaches, financial exposure, and fragmentation of broader NHS digital strategy. It is a requirement to check that your AVT solution meets the requirements below. Liability for the use of non-compliant AVT solutions will be held by the local NHS Trust, Primary Care practice or individual clinicians.

An NHS England national delivery proposal is in development to support all care settings to roll out assured and standardised AVT solutions across England in a safe and compliant way to deliver efficiency and productivity benefits across the system. This will include a common and consistent approach to documentation and broader assurance requirements. Further communications will be issued shortly outlining more information on this work.

NHS position on AVT deployment

NHS England has published guidance on how digital technologies should be approved for use in the NHS. Additional National Guidance explains how AVT solutions should be selected, deployed, and scaled. These standards are required for any AVT solution to be considered safe, effective, and eligible for NHS adoption (https://tinyurl.com/7s3vmtw2).

Minimum Requirements for AVT adoption

It is the responsibility of all NHS organisations to ensure that AVT suppliers demonstrate compliance with the requirements listed below. Any engagement with AVT suppliers that are not compliant must cease until such time as compliance has been formally signed off by the ICB. Local and regional governance oversight should be followed as standard. This applies to any health and care organisation or professional.

It is the responsibility of all AVT suppliers to demonstrate compliance with these requirements.

1. **Core platform assurance requirements**
   a. Digital Technology Assessment Criteria (DTAC), Data Security and Protection Toolkit (DSPT,) Cyber Essentials Plus, CREST-approved pen testing
   b. Data Protection Requirements as set by ICO - Local ICB / Trust governance approval including DPIA completion
   c. Clinical Safety Officer(s) named and accountable
   d. End-to-end encryption and GDPR compliance
   e. No unsafe functionality e.g. prompt injection access
   f. Appropriate NHS clinical system integration (API or FHIR/HL7 compliance and write-back capability).
   g. The responsibility for translation accuracy remains with the AVT supplier.

2. **Enhanced Requirements**
   a. **Medical Device Classification** – All AVT solutions that undertake summarisation require, at least, MHRA Class 1 medical device status. Companies must NOT extend system capabilities to produce generative diagnoses, management plans, or other medical referrals and calculations without seeking at least MHRA Class 2a approval.
   b. **Data Protection** – Safeguarding Patient Information is paramount. Patient data from clinical sessions (e.g. immediate inference) should be automatically deleted unless legally or operationally required, in line with UK GDPR and DPA 2018 principles on data minimisation and storage limitation. Further guidance on this will be published shortly.
   c. **System integration** – Ensure appropriate integration with your IT infrastructure, systems and workflows. For example, in most general practice and hospital settings, AVT solutions will require integration with the principal electronic record system. This will enable automated workflow (e.g. diagnostic test requesting or prescribing presented within the system being used, for clinician validation and submission).

3. **Clinical and Operational Benefits Thresholds**
   a. Evidence of real-world clinical validation of benefits in the NHS care setting proposed (e.g. enhancing clinical efficiency and workflow, reducing administrative burden; improving patient care by increasing face to face time with patients; improving accuracy of documentation;

improving data quality and capture of structured data recorded in electronic patient record systems)
   b. Clear economic justification and workforce impact.

Immediate Required actions

1. Pause, reject or stop engagement with any AVT supplier that is not able to meet the published assurance standards above.
2. Pause or stop any implementation or use of AVT by an organisation / individual that is not able to meet the published assurance standards above.
3. Engage with your ICB and regional teams for assurance.

CareQuality Commission

Feedback on care   Provider portal

Website | Keyword search

Home   About us   Find care services   News   Publications   **Guidance and regulation**   Contact us

Home > GPs and online primary care: information for providers > GP mythbusters > GP mythbuster 109: Use of artificial intelligence (AI) in GP services

GP mythbuster 109: Use of artificial intelligence (AI) in GP services

Published: 14 July 2025   **Page last updated:** 14 July 2025   **Categories:** Organisations we regulate

Using artificial intelligence (AI) in general practice has potential benefits for delivering care, but its use must align with regulatory requirements and good clinical governance to ensure safe and compliant implementation in healthcare delivery.

CQC is committed to encouraging the use of innovative technology in health and care where it benefits

GP mythbusters

Clearing up some common myths about our inspections of GP and out-of-hours services and sharing agreed guidance to best practice.

The Clinical Safety Cake©

Ensuring digital safety is BAKED in, not just SPRINKLED on to every 'byte' !

Clinical Safety Report

- Written by the assigned CSO as part of the overarching Clinical Safety Case (made up of CSCR plus HL, artefacts and evidence)

- Includes scope, executive summary, overview of hazards with severity and likelihood of main risks,

- Agreed and peer reviewed by clinical safety team and programme clinical safety engineer

- Reviewed at an agreed time prior to GO LIVE of service, product or feature.

- Is a LIVE document

DCB Standards

- DCB0129 - Applicable to supplier/developer of service, product or features

- DCB0160 -Applicable deploying organisation

CSO

- CSO is assigned to write the safety case
- Authoring CSO decides which standard is relevant for the organisation as the content forms the basis of the Hazard Log

Post Deployment Assurance

- Testing and iterating the service or process in live environment

- Maintenance, review and update of Hazard log

Sign Off to GO LIVE

- Reviewed by all stakeholders at an agreed time before GO LIVE to allow for any amends or additions.

- Approval and sign off if deemed the HL and wider all criteria and identifies and sufficiently mitigates risk.

- GO LIVE

Hazard Log

- Written as part of the overarching Clinical Safety Case by the assigned CSO

- Includes all hazards identified through MDT Hazard workshops, outlines impact, possible causes and mitigations to prevent occurrence

- Initial and residual risks- (pre and post mitigations)

- Agreed and peer reviewed by clinical safety team and programme clinical safety engineer.

- Is a LIVE document

Rebekah Davies BMedSci(hons) BA(hons) HCPC, RCSLT, MFCI, FEDIP

Governance – Check with local Clinical Safety Officer (CSO)/Data Protection Officer (DPO) for Trust/ICB approval; Data Protection Impact Assessment (DPIA); DCB0160; Privacy Notice; View on Consent

Risks – e.g. AI Scribe: 'Hallucinations' & Not reviewing output

Medical Devices / Clinical Decisions – MHRA regulation

Medical Devices

AI in GP: Data Safety   13:21

Digital

Digital Clinical Safety training

Digital Clinical Safety training is designed to provide NHS organisations and manufacturers of health IT products with training in the principles of safety, risk management and risk mitigation.

Page contents

Digital Clinical Safety training

The Digital Clinical Safety training portfolio is designed and delivered to provide those working in Health and Social Care Organisations and Manufacturers with an understanding of key clinical risk management processes, activities and documentation that is required to be compliant with the DCB0129 and DCB0160 standards.

The portfolio of training is progressive, designed to grow skills and competence.

Course catalogue

1. Digital Clinical Safety - Essentials
2. Digital Clinical Safety – Intermediate

Review of digital clinical safety standards: DCB0129 and DCB0160

NHS England has commenced a review of digital clinical safety standards DCB0129 and DCB0160 to ensure they remain up-to-date, practical and aligned with the latest advancements in healthcare technology and clinical practice.

Page contents

What are DCB0129 and DCB0160

Compliance with these standards is required under the Health and Social Care Act 2012. They provide essential requirements for manufacturers of health IT systems and healthcare providers in assessing and managing clinical risks to ensure the safety of digital solutions used across the NHS and adult social care services in England.

- **DCB0129**: Defines clinical risk management requirements for manufacturers of health IT systems
- **DCB0160**: Defines clinical risk management requirements for organisations that use health IT systems

**Digital Clinical Safety –
Comparison with Car Safety**

✦ All-in-one AI-Powered Platform with Expert Support ✦
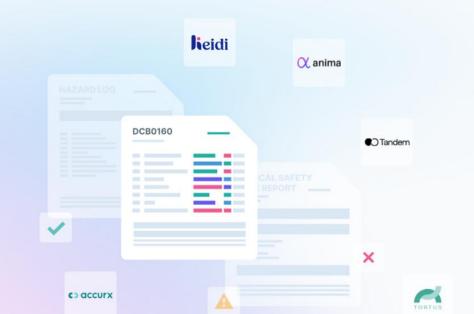
Digital health compliance assured|

•bordercross

What we do   Testimonials   Our team   Contact

keidi

α anima
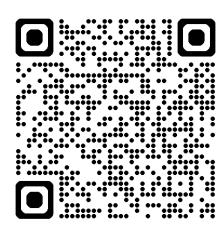
DCB0160 clinical safety compliance automated.

HAZARD LOG

DCB0160

CLINICAL SAFETY REPORT

Tandem

✓

✕

accurx

⚠

TORTUS

NHS App

Ealing, North West London

Become an NHS App Ambassador

NHS App

- NHS App ambassadors are vital advocates, spreading the word to colleagues and patients about the App's benefits through various activities. They work in many roles across the NHS.

Why become an NHS App Ambassador?

- Stay informed with the **latest App updates** and **campaign materials** to share with your network
- Join a community sharing **best practice**
- Develop your leadership and persuasion skills in a **flexible role** that fits around your work
- Attend webinars with the **NHS App team** and get your questions answered

Find out more:

To [become an NHS App ambassador](), scan this QR code and complete the form

Contact **england.appambassadors@nhs.net**

https://digital.nhs.uk/services/nhs-app/become-an-nhs-app-ambassador

NHS App Dashboard
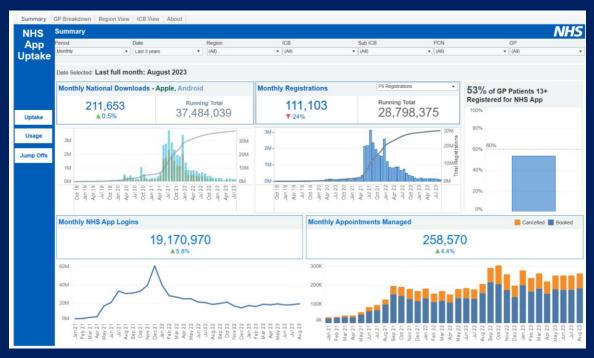
NHS App dashboard provides uptake and usage measures, such as:

- user sign-ups and logins
- appointment bookings and cancellations
- summary and detail coded record views
- repeat prescription requests
- organ donation registrations, withdrawals, lookups and updates
- number of clicks on services provided by integrated partners

This data can be at Region, ICB, PCN or GP practice level.

QUICK TIP

Access your organisation's data on the NHS App dashboard
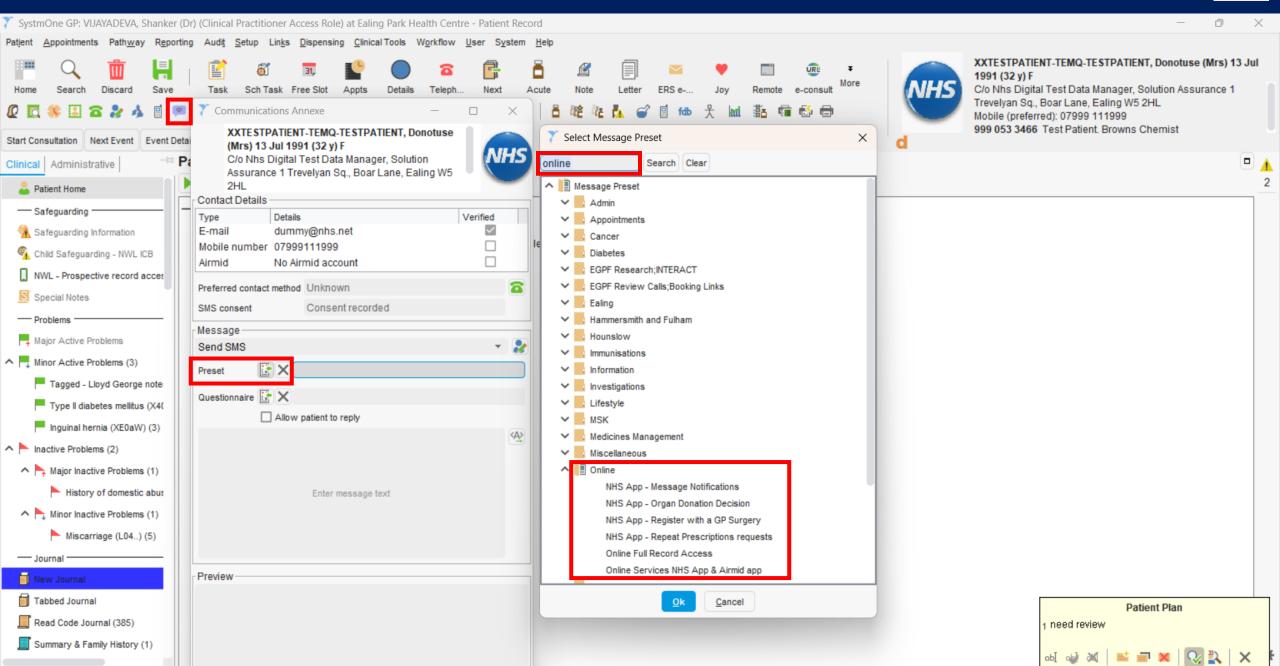
Scan / Click for Dashboard

NHS App vs Airmid vs Both

Promote One app or Two?

Promote NHS App as minimum/first step (as creates NHS login)?

Whatever you decide, stop promoting SystmOnline unless last resort...
...which can also save SMS as not sending online account details.

Scan / Click for More Info

NHS App: Resources

https://digital.nhs.uk/binaries/content/assets/website-assets/services/nhs-app/information-packs-2024/nhs-app-troubleshooting-guide.pptx

GP Practice NHS App quick guide - NHS England Digital

The NHS App and NHS Account for libraries - NHS England Digital

NHSE Online Registration

Ealing, North West London
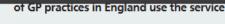
Digital Uptake reports:

NHSE Online Registration

https://digital.nhs.uk/services/register-with-a-gp-surgery-service/performance-data

If you experience any issues accessing the Digital uptake dashboard, please email:
ssd.nationalservicedesk@nhs.net

---

of GP practices in England use the service

86%
positive GP satisfaction score

92.8%
of patients are matched to their NHS record

Digital uptake reports

Use our digital uptake report to understand how practices in your ICB or region are using the service. You will need to request access to this board.

Digital uptake dashboard

Service dashboard

Use our service dashboard to find out which GP practices are using the service and filter by:
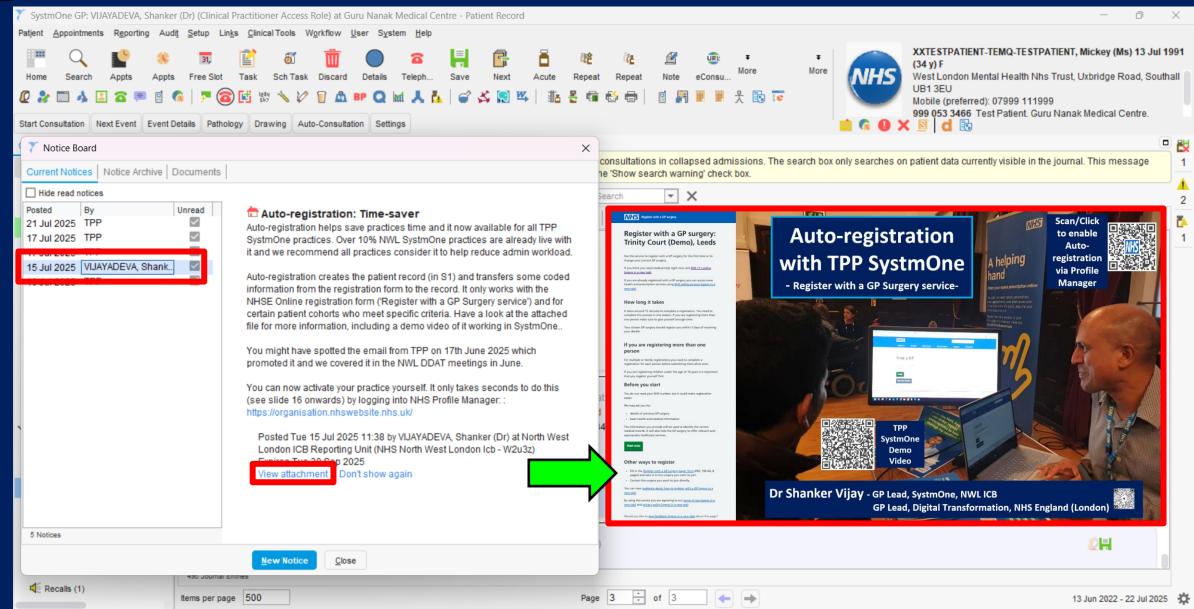
- practice name
- integrated care system
- geographical region

The dashboard is refreshed every Wednesday.

Go to the dashboard

Help us improve

Auto-registration: Access slides from NWL LMS / Training Hub

Digital Uptake of NHSE Online Registration form - Data Aug to Oct 2025:

Below 60%

Practice	ODS Code	Digital Uptake Threshold	Auto-Reg Enabled
THE ARGYLE SURGERY	E85120	0-9%	Yes
YEADING MEDICAL CENTRE	E85021	0-9%	Yes
MEADOW VIEW	E85643	0-9%	Yes
SOMERSET MEDICAL CENTRE	E85623	0-9%	Yes
BROADMEAD SURGERY	E85715	20-29%	Yes
THE MWH PRACTICE	E85119	20-29%	Yes
GOODCARE PRACTICE	E85712	20-29%	Yes
QUEENS WALK PRACTICE	E85057	30-39%	No
HANWELL HEALTH CENTRE (NAISH)	E85041	40-49%	Yes
THE GROVE MEDICAL PRACTICE	E85725	50-59%	No
ISLIP MANOR MEDICAL CENTRE	E85098	50-59%	No
THE BARNABAS MEDICAL CTRE	E85127	50-59%	No

Digital Uptake of NHSE Online Registration form – Data Aug to Oct 2025:

60-79%

Practice	ODS Code	Digital Uptake Threshold	Auto-Reg Enabled
FEATHERSTONE ROAD HEALTH CENTRE	Y02342	60-69%	Yes
OLDFIELD FAMILY PRACTICE	E85069	60-69%	No
BRUNSWICK SURGERY	E85091	60-69%	No
LADY MARGARET ROAD MEDICAL CENTRE	E85103	60-69%	No
DORMERS WELLS MEDICAL CENTRE	E85682	60-69%	No
MANDEVILLE MEDICAL CENTRE	E85108	60-69%	Yes
MEDICAL CENTRE	E85096	60-69%	No
GREENFORD AVENUE FHP	E85051	70-79%	No
DR SIVANESAN & PARTNER	E85083	70-79%	No
THE HORN LANE SURGERY	E85677	70-79%	No
GROSVENOR HOUSE SURGERY	E85034	70-79%	No

Digital Uptake of NHSE Online Registration form – Data Aug to Oct 2025:

>80%
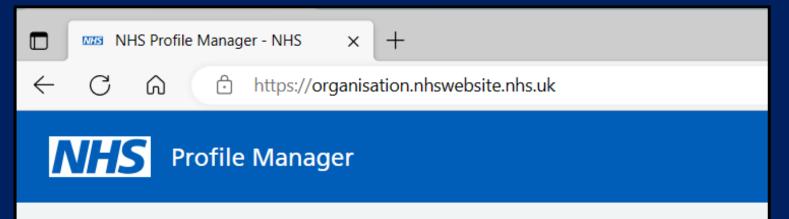
Practice	ODS Code	Digital Uptake Threshold	Auto-Reg Enabled
THE MILL HILL SURGERY	E85107	80-89%	No
SUNRISE MEDICAL CENTRE	E85656	80-89%	No
EASTMEAD AVENUE SURGERY	E85046	80-89%	Yes
CROWN STREET SURGERY	E85019	80-89%	Yes
ELTHORNE PARK SURGERY	E85628	80-89%	No
WATERSIDE MEDICAL CENTRE	E85006	80-89%	Yes
KS MEDICAL CENTRE	E85012	80-89%	No
HILLCREST SURGERY	E85028	90%+	Yes
HILLVIEW SURGERY	E85054	90%+	Yes
CHEPSTOW GARDENS MEDICAL CENTRE	E85023	90%+	Yes
THE MANSELL ROAD PRACTICE	E85129	90%+	Yes
EALING PARK HEALTH CENTRE	E85657	90%+	No
THE FLORENCE ROAD SURGERY	E85122	90%+	No
BELMONT MEDICAL CENTRE	E85049	90%+	No
GREENFORD ROAD MED.CTR.	E85050	90%+	No
WEST END SURGERY	E85064	90%+	Yes
THE CUCKOO LANE PRACTICE	E85116	90%+	No
MATTOCK LANE HEALTH CENTRE	E85726	90%+	No
THE ALLENDALE ROAD SURGERY	E84059	90%+	Yes
GORDON HOUSE SURGERY	E85026	90%+	No
GP SURGERY @ ACTON GARDENS	E85075	90%+	Yes
THE SALUJA CLINIC	E85663	90%+	No
THE TOWN SURGERY	E85721	90%+	Yes
JUBILEE GARDENS MEDICAL CENTRE	E85745	90%+	Yes

Practice	ODS Code	Digital Uptake Threshold	Auto-Reg Enabled
SOMERSET FHP O	Y01221	90%+	No
WESTSEVEN GP	E85013	90%+	No
THE CORFTON ROAD SURGERY	E85123	90%+	No
PERIVALE MEDICAL CLINIC	E85111	90%+	No
ELMTREES SURGERY	E85112	90%+	No
GURU NANAK MEDICAL CENTRE	E85121	90%+	Yes
ELMBANK SURGERY	E85088	90%+	No
THE BEDFORD PARK SURGERY	E85066	90%+	No
THE AVENUE SURGERY	E85099	90%+	No
ACTON LANE MEDICAL CENTRE	E85687	90%+	No
THE CHURCHFIELD ROAD SURGERY	E85640	90%+	No
CLOISTER ROAD SURGERY	E85680	90%+	No
THE ACTON HEALTH CENTRE	E85109	90%+	No
WELCOME PRACTICE	E85061	90%+	No
NORTHFIELDS SURGERY	E85014	90%+	No
THE VALE SURGERY	E85635	90%+	No
THE BOILEAU ROAD SURGERY	E85694	90%+	No
THE SOUTHALL MEDICAL CTR.	E85633	90%+	No
ACTON TOWN MEDICAL CENTRE	E85617	90%+	No
THE MEDICAL CENTRE	E85053	90%+	Yes
ST. GEORGES MEDICAL CTR.	E85743	90%+	No
CHISWICK FAMILY PRACTICE	E85130	90%+	No

How do we improve digital uptake?

① NHS Profile Manager – Enrol & Adjust settings

For service support, email: **ssd.nationalservicedesk@nhs.net** or **call 0300 303 5035.** Support is available 24 hours a day, 7 days a week.

https://organisation. nhswebsite.nhs.uk/

Profile Manager

② Check Catchment area

- 20% practices believed to have incorrectly drawn catchment areas

- Quickest initial test is to use NHS 'Find a GP' webpage using your **GP Practice postcode**

    - If your GP practice is not shown at the top of list of possible practices, then there could be an issue.

    https://digital.nhs.uk/services/register-with-a-gp-surgery-service/get-help-using-the-service/catchment-area-questions

Catchment Area Questions

Amending Catchment area

GP Catchment Area Hub:

- **https://gp-catchment-welcome-nhsgisscw.hub.arcgis.com/**

- Email: **scwcsu.catchment.support@nhs.net**

- Multiple staff can have access to 'view' catchment area, but only one staff member can have 'edit' rights

- User help guides accessible from hub

- To access Catchment area hub, you must already be registered with Strategic Data Collection Service (SDCS): **https://digital.nhs.uk/services/strategic-data-collection-service-sdcs**

  Email: ssd.nationalservicedesk@nhs.net
  (might change)

- Further guide on how to update and manage your catchment area: **https://digital.nhs.uk/binaries/content/assets/website-assets/services/register-with-a-gp-surgery-service/resources-hub/update-catchment-for-your-surgery.pdf**

Catchment Area Hub

SDCS

Catchment area preference - eDec

- For surgeries that are '**Not accepting out of area registrations**',
  - Do not receive any patient applications outside their catchment area
  - Patients are re-directed to NHS 'Find a GP' to see
    a list of appropriate and accepting surgeries.

- For surgeries that '**Accept out of area registrations**',
  - Patients see a warning that you might not accept the registration,
    but they can continue with submitting the registration form.

- If unsure of current catchment preference, find your surgery on 'Find a GP' by searching your surgery postcode. The status will either be
  - Accepts out of area registrations or
  - 'Blank' which indicates out of area registrations are not accepted.

- If you have updated your catchment area preference during the latest round of eDEC, it should be applied in time. However if you wish to change your catchment preference faster, please contact NHS UK Service Desk (nhswebsite.servicedesk@nhs.net).

Switch 'Paper' Registration Form – Print on Demand

Use 'Paper' version of 'Register with a GP Surgery' form (PRF1) for patients who require a non-digital solution. The 'paper' form includes a message on 1st page to promote registering online (see below). You could always add additional local pages to the end of the paper PRF1 form if required.

Printing forms on demand (rather than keeping them ready) may help ensure 'online/digital first'

Register online
It is quick and secure to register with a new GP surgery online. Check the website of the surgery you want to register with for a link for the 'Register to a GP surgery' service.

NHS England/Digital 'Paper' version (PRF1) of the online form helps practices with consistency when managing online or offline registration form completion. It replaces the GMS1 form.

NHS Register with a GP surgery

Register with a GP surgery using a paper form

Version 1.0, 1 October 2024

Complete the paper form to register with a GP.

Print and fill in the form and return it to the practice you want to register with.

You can also get a copy of this form from the practice.

If you would like to register with a GP online, visit How to register with a GP surgery.
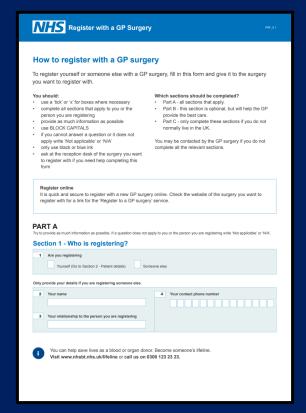
Download the paper form

Download the Register with a GP surgery paper form (PDF, 199 KB, 8 pages) and take it to the surgery you want to register with.

Previous versions

Version 1.0, 1 October 2024 – First version.

Download PRF1 Paper form (PDF) with this link

https://gp-registration.nhs.uk/register-with-a-gp-surgery-paper-form

Replace any GMS1 form on practice website with this link

PRF1 Paper Form

PRF1 Paper form (PDF) can also be downloaded from 'Profile Manager'

https://organisation.nhswebsite.nhs.uk/

Download from Profile Manager

PRF1 Paper form (PDF) can also be downloaded from 'Profile Manager'

https://organisation.nhswebsite.nhs.uk/
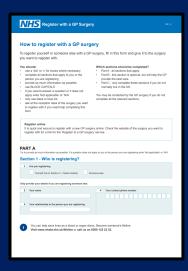
Download from Profile Manager

- Useful for communicating with potential new patients

- SMS platform might not be able to send to unregistered patient's phone numbers, but still useful for existing patients (e.g. texting parents to inform them how to register their new baby)

- Short URL: Consider creating a Short URL version of your registration link which makes it shorter and easier to share. There are many websites (e.g. bitly.com) that can help do this for you and they often require you to 'paste' the normal registration link into their webpage to create a 'proxy' Short URL which redirects to the original URL.

④ Create SMS/Email/ NHS App preset message templates
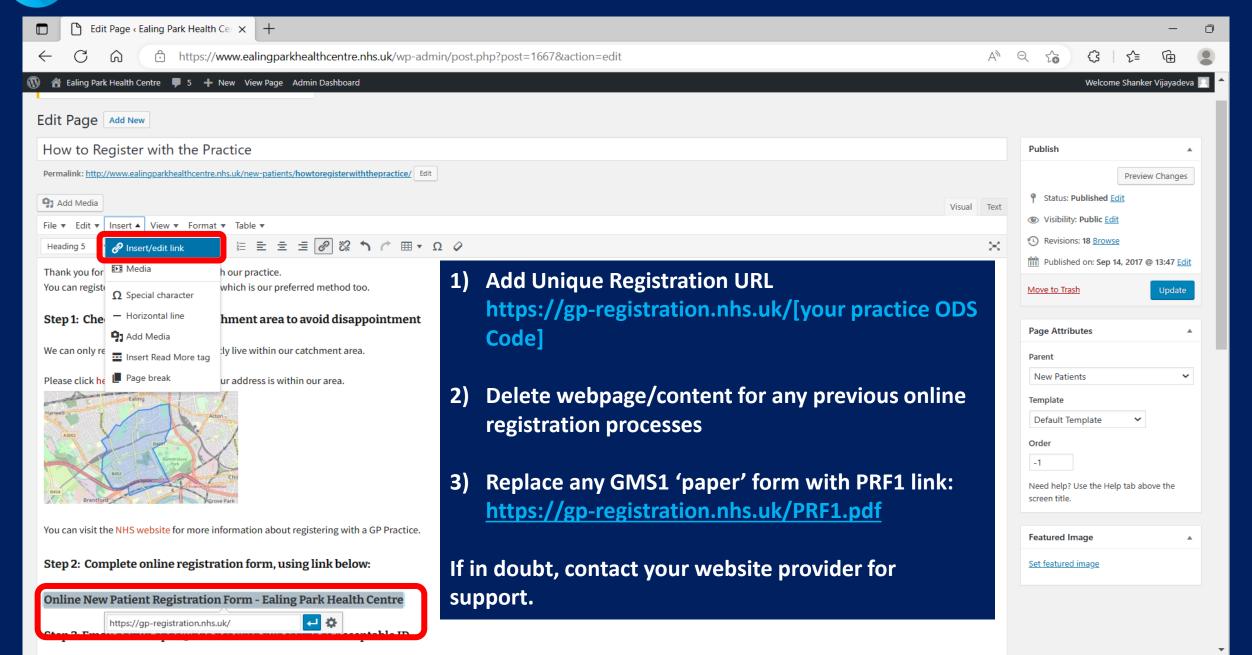
Dear <forename> <surname>, Please register with our practice using this link: https://gp-registration.nhs.uk/****** If you experience any difficulties completing the online form, please contact our reception. Thanks for your interest, Regards <Practice Name>

IF NOT USING 'NHS Notify' Service: Dear <forename> <surname>, Your registration form has been processed and you are now registered with our practice. We encourage you to download the NHS App to enhance your patient experience at our practice. Regards <Practice Name>

Dear <forename> <surname>, Thank you for submitting your online registration form. Unfortunately we are unable to register you as you live outside our practice's catchment area. Please visit www.nhs.uk/service-search/find-a-gp to find an alternative practice. Thanks for your interest. Regards <Practice Name>

5 Add Practice's Unique Registration URL to Practice Website

1) **Add Unique Registration URL**
   https://gp-registration.nhs.uk/[your practice ODS Code]

2) **Delete webpage/content for any previous online registration processes**

3) **Replace any GMS1 'paper' form with PRF1 link:**
   https://gp-registration.nhs.uk/PRF1.pdf

If in doubt, contact your website provider for support.

You can register with a GP surgery online

You don't need proof of address or immigration status, ID or an NHS number to start registering with a GP. It's easy and will save everyone time.

Scan here to register

Visit nhs.uk/find-a-gp-online, find us in your NHS App or scan above to register

6 Practice Posters, Media Screens & Social Media

Use the NHS App to find a new GP and register

https://youtu.be/2Ztu97TUYmM

Scan/Click for Editable Poster

Scan / Click to Preview Video

Scan/Click to access Comms Materials

Register Office
  – Lewisham, London

Register Office
  – Havering, London

Register Office – Wandsworth, London

Register Office – Wandsworth, London

Register Office – Hackney, London

Register Office
 – Camden, London
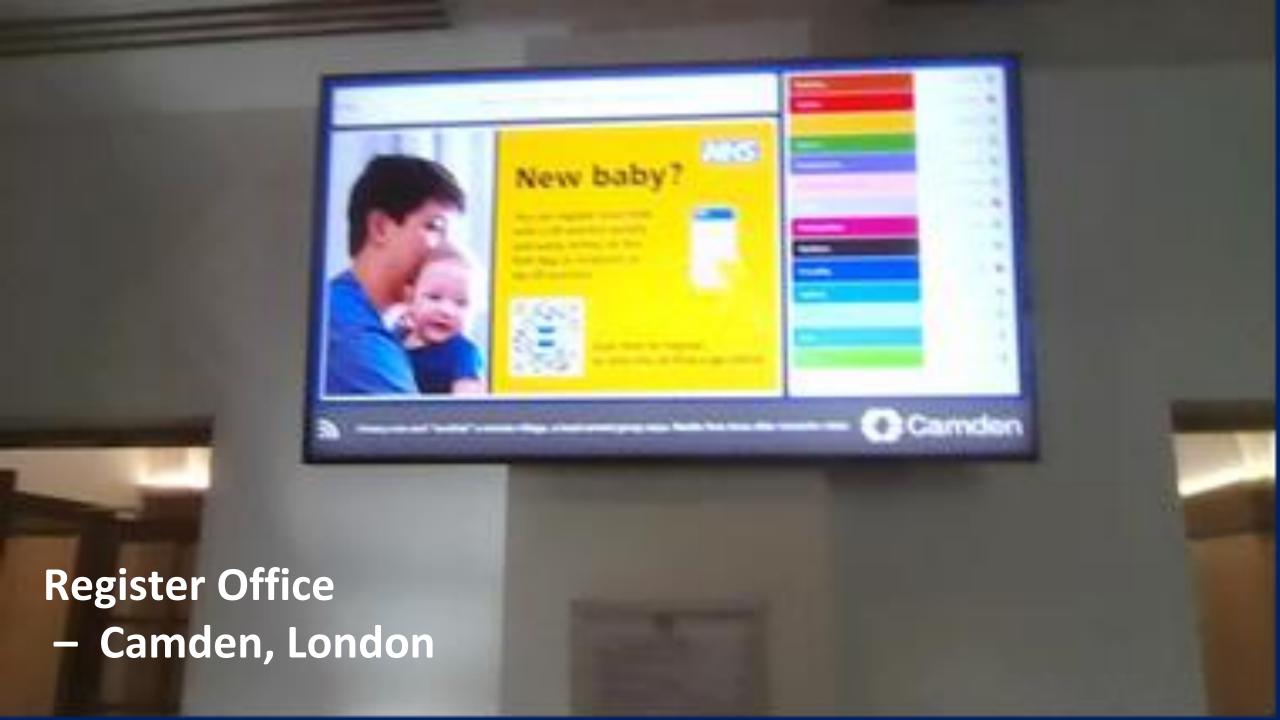
7 **Update Telephony System Message**

Thank you for contacting **Wellington Health Centre**.

This is an automated response from a mailbox, which is checked at least once a day Monday – Friday (excluding bank holidays) between 08:00 and 18:30. It is not monitored outside of these times.

For any urgent queries, please contact our reception on **020 7111 2222** who will give advice.
If we are closed, please use **NHS 111** for an urgent problem that you think cannot wait.
For problems that you think might be life-threatening, please call 999.

IMPORTANT: For safety reasons, we **do not** accept emails to seek medical advice, send photos (unless with prior agreement), discuss problems or to request face-to-face or telephone/video consultations. Please use our online consultation service instead which you can access via the NHS App, the practice website or using this direct link: https://yourpractice.consult.com/. Alternatively please call reception if you unable to use it.

Repeat prescription request? Please allow at 2 working days for it to be processed. We can process requests even quicker if received via the NHS App rather than by email. Visit https://www.yourpractice.nhs.uk/online-services/ to understand how to set this up. If sending requests via email, then please send your request to: prescription@nhs.net

Want your NHS number? Visit: **www.nhs.uk/nhs-services/online-services/find-nhs-number/**

Want access to your records? Follow the steps at: www.yourpractice.nhs.uk/online-services/

Want to register with the practice? Visit www.yourpractice.nhs.uk/url

Kind Regards

Wellington Health Centre
Open Mon-Fri 8am to 6.30pm
t: 020 7111 2222
e: yourpractice@nhs.net
w: yourpractice.nhs.uk

9 Update Email Signatures (for relevant staff)

Kind Regards

Wellington Health Centre

Open Mon-Fri 8am to 6.30pm

t**:** 020 7111 2222

e: yourpractice@nhs.net

w: yourpractice.nhs.uk

Repeat prescription request? Please allow at 2 working days for it to be processed.

We can process requests even quicker if received via the NHS App rather than by email.

Visit https://www.yourpractice.nhs.uk/online-services/ to understand how to set this up.

If sending requests via email, then please send your request to: prescription@nhs.net

Want an online consultation? Visit our practice website, NHS App or this direct link: https://yourpractice.consult.com/

Want your NHS number? Visit: www.nhs.uk/nhs-services/online-services/find-nhs-number/

Want access to your records? Follow the steps at: www.yourpractice.nhs.uk/online-services/

Want to register with the practice? Visit www.yourpractice.nhs.uk/url

10 Lastly perhaps the most important step in your journey....

Encourage your practice team to understand
the service by testing it themselves,
so they can promote it to patients!

We believe you will grow to love RGS

Practice Testimonials

Questions & Useful Links – NHSE Online Registration

Demo Registration:		https://register.int.gp-registration.nhs.uk/1234
Register with a GP Surgery Service - Info		https://digital.nhs.uk/services/register-with-a-gp-surgery-service
PRF1 Paper Form		https://gp-registration.nhs.uk/register-with-a-gp-surgery-paper-form
Webinar Recording:		https://youtu.be/NTFs82xE2QI (21st Jan 2025)
NHS App Demo:		https://youtu.be/TiiEAYldmlg
Find a GP:		https://www.nhs.uk/service-search/find-a-gp
Profile Manager:		https://organisation.nhswebsite.nhs.uk/
GP Catchment Hub:		https://gp-catchment-welcome-nhsgisscw.hub.arcgis.com/
Roadmap:		https://digital.nhs.uk/services/register-with-a-gp-surgery-service/benefits-and-features/roadmap
Performance Data:		https://digital.nhs.uk/services/register-with-a-gp-surgery-service/performance-data

Further support needed? Email england.register-gp-surgery.support@nhs.net

Thank You NHS

SystmOne BARS – Pharmacy Referrals

Ealing, North West London

Pharmacy Referrals:

New TPP SystmOne 'BARS' functionality

https://youtu.be/jrAkupIH-no

London Care Record

Ealing, North West London

London Care Record: How to access it from TPP SystmOne

https://youtu.be/kCw70ZycNOI