

LOROS guidelines for clinical staff on remote working, including online video conferencing

In the current climate, although we still have to respect the law, we also have to prioritise the health and safety of our communities. Therefore where information needs to be shared for this purpose, then it must be. Rather than how you share the information, the focus is on what information you share and who you share it with.

Where possible you must use secure mail, NHS Mail and MS Teams to share information about people in your care. If none of these methods are available, seek alternative methods such as:

- **Mobile Messaging**

You can use mobile messaging to communicate with colleagues and patients if needed. You can use applications such as WhatsApp and Telegram, but only where there is no practical alternative and the benefits outweigh the risk.

When you make an assessment, consider what type of information you are sharing and with whom. Limit the use of personal/confidential patient information as much as possible.

- **Videoconferencing**

Videoconferencing with patients and service users to carry out consultations is permitted, particularly as it could help to reduce the spread of COVID 19. The use of Microsoft Teams is preferred. However, if necessary you can use video conferencing tools such as Skype, WhatsApp, Facetime as well as commercial products designed specifically for this purpose. See Appendix 1 for LOROS' favoured products for this. Be aware that IT support will be limited for any of these products.

The consent of the patient or service user is implied by them accepting the invite and entering the consultation. However, you **MUST** safeguard personal/confidential patient information as you would with any other consultation.

Consulting from home

If there is no alternative, you can use your own devices from home for video conferencing consultations and mobile messaging.

If you are working from home ensure that your internet access is secure (e.g. use a Virtual Private Network and/or if possible avoid public wi-fi).

- **Using your own device:**

To minimise risk, ensure you do the following:

- set a strong password;
- use secure channels to communicate e.g. tools/apps that use encryption;

- do not store personal/confidential patient information on the device unless absolutely necessary and ensure appropriate security is in place.

Make sure you transfer the information to the SystemOne health record as soon as it is practical to do so, and dispose of any information no longer required securely through the usual methods.

- **Video conferencing**

Ordinarily we would conduct a full Privacy Impact Assessment for each method, but given the urgency and the time frame this is not realistically going to be possible. A short PIA will be conducted over the following week on preferred systems as information is discovered.

In the meantime, safeguard personal data as much as possible by taking actions listed above, and also:

- ensure you have told the patient about risks in conducting this over an online connection;
- ensure that the record facility is not being used unless you absolutely require it;
- ensure that there are no other people present where you and they are, unless they are required to be there;
- Let the patient know the usual privacy information you give them at a consultation and tell them when and how you will get it onto Systemone.

Appendix 1 – Methods of video conferencing, in preferred order

Obviously we'd rather that as many people as possible use the same method to be consistent and to ensure a joined up approach with better support to it.

1. Microsoft Teams

This is the preferred LOROS method, and all LOROS members of staff will have access to this. To set up a consultation you need to send a meeting request to the email address of your patient, and they should be able to join the meeting by using the link in the invite, without installing an app, unless they are on a tablet or phone in which case they will be prompted to download the Teams app. On a laptop the link will open a browser window.

You can hold meetings with multiple people – up to 250 participants in each meeting but the screen is limited to displaying a maximum of four screens at once. The stream will switch depending on who is talking.

IT Support would be able to advise and support MS Teams more than any of the other products below.

2. Skype

Skype is mostly used for people to make social calls to friends and family, but it can support up to 50 participants.

The free version of Skype works well for small teams with less than 10 total members. It is a good tool if you need a simple way to video chat from your computer, phone, or tablet and tend to have smaller group meetings or 1-1 conversation. Both users will need to have a Skype account to be able to log in and hold a call or video conversation.

There are two versions of Skype – one for personal use, and Skype for Business (SfB). For LOROS, using Office 365, Microsoft Teams is the direct replacement for SfB.

LPT have their own SfB server. Despite Microsoft advice that there is a functional parity between SfB and Teams and that the two can interoperate, interoperating with an LPT colleague seems very limited in functionality and isn't at all intuitive.

Not supported by IT, doesn't work with Office 365 and privacy risks not assessed as yet.

3. Zoom

You need a Zoom mobile app or desktop application for Windows and Mac to be able to hold a meeting, but you do not have to create an account if you are being asked to the meeting. The free version allows up to 100 people to join a video meeting together for up to 40 minutes.

Not supported by IT and privacy risks not assessed as yet.

4. Airmid

Works within SystmOne. Needs some local testing to see how it works before being used. Patients will need to be registered with SystmOne already. May ultimately be the preferred option, but too early to tell.

5. WhatsApp

Whats App video calls can be made and received by those who have the app; many people these days will already have the app and will not need to install it. You will need the mobile number of the patient to contact them via WhatsApp. There are some concerns around privacy as it is owned by Facebook.

Not supported by IT and privacy risks not assessed as yet.

6. FaceTime

Both of you need an iphone or ipad to be able to use Face Time, but it is commonly used.

Not supported by IT and privacy risks not assessed as yet.

7. Google Hangouts

Like Skype, it operates through a web client and supports up to 250 participants. If you have a Google account, you can use this for individual conversations, team meetings or recorded demos. Both participants would need to have a Google account.

Not supported by IT, no testing done at all, and privacy risks not assessed.

8. UberConference

There is a free version of UberConference that advertises itself as being ideal for teams of 10 or less. The free version limits your video call duration to 45 minutes. It allows unlimited video conferences.

Not supported by IT, no testing done at all, and privacy risks not assessed.

9. TrueConf Online

This is a free plan with up to three participants in video calls and so useful for small teams or individuals who need a simple tool to host video calls or collaborate with small groups. To start a conversation you will need to install the TrueConf client application for your operating system on your PC or laptop and register your account.

Not supported by IT, no testing done at all, and privacy risks not assessed.

Please note:

1. LOROS do not endorse the use of Facebook Live and You Tube live for any such consultations or meetings, in any circumstances.
2. Remember that the functions listed above are only there to use if there is no alternative, and it is for the benefit and health of your patient. Please also remember to keep all confidential information secure as LOROS are still responsible for the safe keeping of our patients' personal data.
3. Team meetings should be conducted via Microsoft Teams unless that is not at all possible.

If you have any questions, please contact Naomi Lunn or Justin Taylor, or speak to your line manager.

The full NHS guidance can be seen here <https://www.nhs.uk/key-information-and-tools/information-governance-guidance> but please note that it is subject to change at any time.