



Dear Colleague

GENERAL OPHTHALMIC SERVICES (GOS) -

Change in electronic connectivity solution for optometry practices and practitioners using RSA tokens; Update on other future changes to digital services applicable to all optometry practices and practitioners.

Summary

1. This letter provides important information to community optometry practices and practitioners regarding a change in how RSA token users will securely access NHS systems. It also briefly updates on other future changes to digital services.

Action

2. NHS Boards are asked to copy and issue the Memorandum to this letter to:
 - all optometrists and ophthalmic medical practitioners on their ophthalmic lists;
 - ophthalmic listing personnel within their Board;
 - their eHealth lead and IM&T optometry facilitation lead.

Yours sincerely,

Aidan Grisewood
Head of Primary Care,
Scottish Government

26 February 2020

Addresses:

For action

Chief Executives,
territorial NHS Boards

For information

Chief Executive,
NHS National Services
Scotland

Enquiries to:

Community Eyecare
Team
Primary Care Division
1st Floor East Rear
St Andrews House
EDINBURGH
EH1 3DG

Email:

NSS.NisqServiceDesk@nhs.net (for queries about the CAT-20/CAT-10 connectivity solution)

eyecare@gov.scot (for queries about other future changes to digital services)

**MEMORANDUM TO NHS:
PCA(O)2020(1)**

Summary

1. This Memorandum provides important information for optometry practices and practitioners who currently use a RSA Secure Token to access NHS systems such as eOphthalmic, eSchedules and SCI Gateway.
2. It also informs all optometry practices and practitioners providing General Ophthalmic Services (GOS) about other planned changes to digital services that will be introduced in due course.

Changes for RSA Secure Token users

Background

3. Some optometry practices and practitioners currently use a physical RSA Secure Token to securely access NHS systems such as eOphthalmic, eSchedules and SCI Gateway via a Virtual Private Network (VPN) connection. Other practices and practitioners access these systems using a corporate system or via an Internet Protocol Security (IPsec) tunnel.

Practice premises users

4. Optometry practices and practice-based practitioners who currently use a RSA token to access any service will, in future, have a new connectivity solution (CAT-20) installed in the practice. Practices and practitioners who currently use only an IPsec tunnel to access eOphthalmic, eSchedules and SCI Gateway will be unaffected by this change.
5. CAT-20, which is already used within dental practices, involves the installation of non-intrusive physical equipment within the practice to create a secure 'always on' VPN tunnel to NHS systems using the practice's internet connection. Once installed, this will replace all existing RSA tokens within the practice.
6. The CAT-20 installation will be undertaken on behalf of NHS National Services Scotland (NSS) by a company called Dacoll, which was also involved in the rollout of CAT-20 to dental practices. NSS will contact Health Board Facilitators to advise them of the installation dates for their Board area. Practices will be contacted directly by Dacoll to agree a suitable date and time for the installation. Further information regarding the installation requirements will be provided to practices by Dacoll.
7. Rollout of CAT-20 is being undertaken on a phased basis across Scotland, based on when RSA tokens currently in use are due to expire. It is anticipated that the rollout of CAT-20 will be completed by the end of September 2020.

8. Any practice which has not undergone the CAT-20 installation prior to their current RSA token(s) expiring will be issued with one or more replacement RSA tokens which can be used until the CAT-20 installation has taken place. NSS will ensure that there is no break in systems access for these practices.

Mobile practice users

9. As mobile practices provide GOS to patients outwith fixed practice premises, the CAT-20 solution outlined above is not suitable. Practitioners in mobile practices will instead be provided with an alternative physical CAT-10 token which will provide secure access to NHS systems using the Scottish Wide Area Network (SWAN). NSS will be in touch with these users in due course to arrange the switchover to CAT-10 tokens.

Other future changes to digital services

10. The Scottish Government is working with NHS Scotland to roll out other services to optometry practices and practitioners as part of its digital reform agenda.
11. Further information on this work will be communicated in due course, but it is anticipated that practitioners will have access to more NHS patient information. Options are also being explored to provide all optometry practices and optometrists with an Office 365 email account to help facilitate the secure exchange of information (Office 365 email will replace NHS Mail, which only some practices and optometrists currently have access to).

Enquiries

12. Any enquiries arising from this Memorandum should be emailed as follows to:
 - NSS.NisgServiceDesk@nhs.net (for queries about the new CAT-20 and CAT-10 connectivity solution for some users);
 - eyecare@gov.scot (for queries about other future changes to digital services).

Primary Care Division,
Directorate for Community Health and Social Care
Scottish Government
26 February 2020