The Partnership between Barnet, Enfield and Haringey Mental Health Trust and Camden and Islington NHS Foundation Trust was established in 2021

One Chair, Chief Executive and Partnership Executive Team across both trusts

Providing Inpatient and Community Mental Health services across North Central London for adults of working age, adults with learning difficulties, older people and children and young people

6397 staff across the partnership

Serves a population of 1.6 million

Both trusts using EPR systems. Implementation of RiO at BEH in 2015 and C&I implemented CareNotes in 2015

C&I AND BEH PARTNERSHIP OVERVIEW

NHS

Barnet, Enfield and Haringey
Mental Health NHS Trust

Camden and Islington
NHS Foundation Trust

NHS SYSTEM PROVIDER CYBER SECURITY MAJOR INCIDENT

4th August 2022: A number of electronic systems across NHS & Social Care affected by a cyberattack

Response by provider to take systems offline to mitigate further risk. **ALL** Access to C&I EPR shut down.

Advised on **Tuesday 9 August** that restoring the service may take several weeks

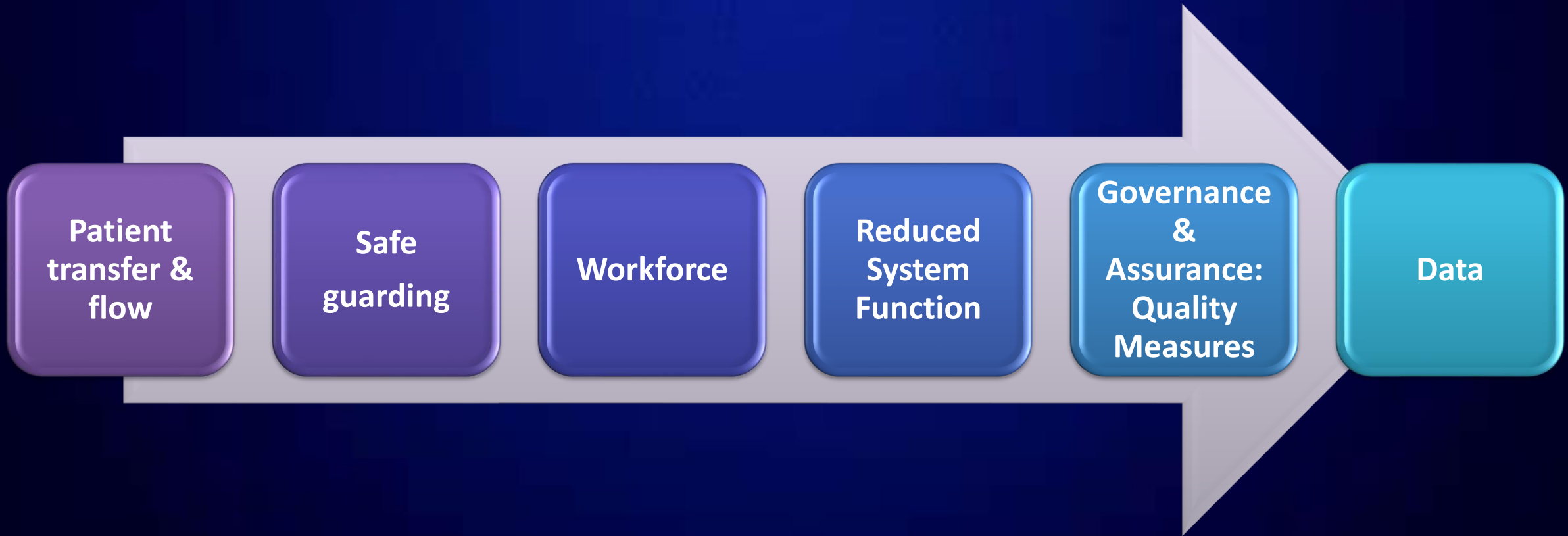**15th August** options paper Board. Interim SharePoint Outage Solution developed

9th September Board confirmed move from SOS to RiO for 12 months.

19th September RiO GoLive date

Better Lives. Better Communities.

PATIENT & CLINICAL SAFETY CONCERNS

MANAGING SAFETY: OUR MITIGATION

 NHS

Barnet, Enfield and Haringey
Mental Health NHS Trust

Camden and Islington
NHS Foundation Trust

Clinically led response informing and supporting technical team

CCIO supported to temporarily step back from other clinical role to lead response

QI Methodology and Leadership: Process mapping across the organisation effectiveness of BCP and SOS. QI Team led training

MS Form Risk Reporting Solution developed.

Clinical digital risk log used to assess clinical, organisation and technical risk

Development of clinical systems requirements.

Additional requirements and review of original statement of needs supported decision making and prioritisation.

Open, transparent and frequent communication updates.

Wellbeing initiatives and additional support for workforce

Better Lives. Better Communities.

KEY LEARNINGS SO FAR....

NHS

Barnet, Enfield and Haringey
Mental Health NHS Trust

Camden and Islington
NHS Foundation Trust

Clinical Digital Leadership was essential in supporting safe and effective decision making

Decision making in disaster response: No decision can be just as risky as making an ill-informed decision

Hearing concerns from staff in real time and **adapting** how we managed **risk information** was key to helping us see the unknowns

QI approach: how we framed our digital work within QI methodology supported better engagement and understanding

Processes and document management – do not underestimate the importance of **documenting your decision making**

Better Lives. Better Communities.

KEY LEARNINGS SO FAR….

Iteration: Agile working supported our ability to follow the information and data, allowing us to be brave and pivot direction when needed

Priorities: these at times were conflicting, but a **focus on being clinically led** and on patient safety supported the decision making process

Partnership working: sharing resources and expertise between both trusts was essential to a robust response

Collaboration and having the multidisciplinary teams voices in the room will bring innovation and answers

Keep it **SIMPLE**.

THANK YOU
Questions?

Contact Details:
Emily Burch CDH-L
Associate Director of Physical Health, BEHMT
Topol Digital Fellow; FNF Digital Leader Scholar; FCI Member

Emily.burch2@nhs.net
Twitter: @elmorose84
LinkedIn: www.linkedin.com/in/emilyrburch

Better Lives. Better Communities.