

Title: NHS login – Compliance with NHS Digital’s
END USER ORGANISATION ACCEPTABLE USE POLICY
(AUP)

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NHS login – a single, secure login that enables you to swiftly access health and social care apps and websites wherever you see the NHS login button.

Document purpose

MyWay Digital Health Ltd intend to start using the NHS’s NHS login service within your Clinical Commissioning Group (CCG) area from 19.07.21. To satisfy our agreement with NHS Digital, this document is to inform CCGs that they need to comply with NHS Digital’s NHS login Acceptable Use Policy (link highlighted below), and to cascade this information to GPs within their area.

Context

MWDH have been working very closely with Somerset CCG since 2017 to deliver the MyWay Diabetes service, which includes data sharing agreements, CCG Caldicott Guardian approval, and supported by the Local Medical Council.

Background

NHS login makes it easier and quicker for end users (patients) to securely access digital health and care services with one username and password, it is a nationally run service by NHS Digital (NHSD), and it is endorsed and advocated by the Secretary of State for Health and Social Care.

General information on NHS login is available here (including an overview video): <https://www.nhs.uk/nhs-services/online-services/nhs-log-in/>, together with some endorsement quotes which are at the end of this document.

MyWay Digital Health Ltd (MWDH) provides the MyWay Diabetes (MWD) platform, which helps people with diabetes to improve their self-management of the condition. A major benefit of MWD is the use of data from NHS records, which is securely displayed to patients via insightful dashboards.

To operate in accordance with the published standard (DCB3051), it is essential that MWD securely and accurately identifies each patient in NHS

systems. NHS login is the NHS's recommended service for this purpose, and it is therefore the obvious choice for MWD.

NHS login has been created by the NHS and follows industry and government standards for security and identity. It only uses necessary data, and digital health providers can only use the NHS login button once they have completed the integration process. Background checks are performed on all suppliers, and a Connected Agreement has been signed to this effect by both parties on 15th June 2021.

Actions

MWDH intend to start using the NHS's NHS login service within your Clinical Commissioning Group (CCG) area from 19.07.21. The CCG does not need to sign any further agreements with NHSD or MWDH to enable or authorise this, they simply need to:

1. Comply with NHS Digital's NHS login Acceptable Use Policy (link to this as highlighted below), and
2. Cascade this information to their GPs within their CCG area, e.g. as part of a bulletin or similar.

Reference docs/contracts

The following reference documents/contracts are all available for viewing in this [folder](#), as listed below:

- NHS login Connection Agreement v5.0 for My Way digital health
- Appendix 1A Connection Agreement v5.0 [containing the full End User Acceptable Use Policy that CCGs and GP practices must comply with]
- Appendix 2B - Connection Agreement v5.0
- Appendix 3C NHS login Special Terms - Connection Agreement v5.0
- NHS login Partner Integration Board.msg, and
MyWayDigitalHealth_CAv5_NHSlogin [NHSD's sign-offs for MWDH to use the NHS login service]
- NHS login - Acceptable Use Policy – Compliance - v1.2 - Somerset [this document]

NHSD's Compliance Statement

The CCG and GP practices within the CCG area confirm their compliance with NHSD's Acceptable Use Policy (AUP), as per Appendix 1A Connection Agreement v5.0, including but not limited to the following extract:

End User Organisation Obligations:

- *All End User Organisations shall only share data in accordance with the law and applicable DHSC, government and regulators' guidance and policies.*
- *An End User Organisation cannot receive data until it has fully registered with the [Data Security and Protection Toolkit](#) and has a current latest status rating of at least 'standards met'.*

- *The End User Organisation is responsible for (together with any End User Organisation which is the public sector commissioning entity where relevant): choosing the Connecting Party's systems and services; ensuring that the Connecting Party's systems and services meet its requirements and are secure, clinically safe and legally compliant; ensuring that the Connecting Party provides updates to and maintains its systems and services, provides helpdesk and incident management services and shares any incidents impacting NHS Digital services with NHS Digital; all arrangements with the Connecting Party for the testing, local assurance, acceptance and deployment to the End User Organisation of the Connecting Party's systems and services; on boarding, service management and delivery of the Connecting Party's systems and services to Individual End Users.*
- *The End User Organisation is responsible for compliance with DCB0160 (as updated), including but not limited to management of clinical risk including establishment of a framework within which the clinical risks associated with the deployment and implementation of a new or modified health IT system are managed, its local Hazard Log, management of risks transferred by the Connecting Party and implementation of appropriate mitigation actions and controls.*
- *NHS Digital may ask the Connecting Party to provide contact information and summary information in relation to its End User Organisations. For example, to understand users of the Services and in circumstances where there is a service interruption, or a data breach, or a clinical risk issue associated with the data. End User Organisations must co-operate in the provision of such information on request from the Connecting Party.*
- *End User Organisations shall use the Service(s) in a manner that is consistent and compliant with this End User Organisation AUP. The End User Organisation shall ensure that the content of this End User Organisation AUP is disseminated to all staff, employees or contractors and shall incorporate it into training (where relevant).*
- *End User Organisations shall not include any terms in its arrangements with Individual End Users which conflict with the Connection Agreement or this End User Organisation AUP.*
- *To note, if an End User Organisation does not comply with its End User Organisation AUP, NHS Digital may itself, or may require the Connecting Party to disconnect the End User Organisation and/or suspend the End User Organisation's access to the Connecting Party's products or services, or otherwise, to the extent necessary to protect the Services as a whole.*
- *End User Organisations shall:*
 - *use the Services and the Connecting Party's products or services for their lawfully intended purposes only.*
 - *not use any of the Services and the Connecting Party's products or services in a way that could damage, disable, overburden, impair or compromise security of any system, service or capability.*
 - *co-operate with investigations and resolution of clinical safety, data protection and/or security incidents reported by the End User Organisation, an Individual End User or the relevant Connecting Party to NHS Digital.*
 - *not knowingly transmit any data, send or upload any material that contains viruses, trojan horses, worms, time-bombs, keystroke loggers, spyware, adware or any other harmful programs or similar computer code designed to adversely affect the operation of any computer software or hardware.*

Next steps, questions

No signature is required to acknowledge this document since a national Connection Agreement already exists between NHSD and MWDH. This document is simply to inform you of your obligation to comply with NHSD's NHS login Acceptable Use Policy.

If you have any questions about this Agreement, please contact MWDH Ltd at info@mwdh.co.uk

If you have any questions about the End User Organisation Acceptable Use Policy, please contact NHS Digital at: liveserviceonboarding@nhs.net

Endorsement Quotes

Tara Donnelly, Chief Digital Officer at NHS England and interim Chief Digital Officer at NHSX said:

"Through one single, secure login, NHS login gives the public the convenience of accessing an increasing variety of healthcare apps and websites.

"People can swiftly access their personal health information wherever they see the NHS login button."

Phil Nixon, NHS Digital Associate Director of Citizen Health Technology, said:

"NHS login gives patients a single, secure login for their health and care apps and websites, allowing them quick on-the-move access to their health information – just look for the NHS login button.

"This means patients avoid the hassle of having to remember various login details but can remain safe in the knowledge they are accessing their health data through a safe system designed by the NHS, for the NHS and people across England."

Melissa Ruscoe, Programme Head for NHS login at NHS Digital said:

"We're continually working on our service to make sure setting up an NHS login is as easy as possible. You only have to do it once and then you can simply and securely access an increasing range of digital tools for managing your health and care, from online pharmacy to online consultations."