



***JUYI* User Access Procedure**

August 2019

JUYI User Access Procedure

1. Purpose of Procedure

- 1.1 To outline the process for requesting and determining User access to JUYI
- 1.2 To provide a single process for a partner organisation to request access to JUYI for specific staff group(s) or role(s) and provide all partners the transparency and opportunity to validate, assess and consent to any proposed change of User access.

2. Scope of Procedure

This procedure will define the process for determining access to the JUYI shared care record by staff providing and supporting direct care services within the Gloucestershire health and social care community.

3. Definitions

Direct care: A clinical, social or public health activity concerned with the prevention, investigation and treatment of illness and the alleviation of suffering of individuals. It includes supporting individuals' ability to function and improve their participation in life and society. It includes the assurance of safe and high quality care and treatment through local audit, the management of untoward or adverse incidents, person satisfaction including measurement of outcomes undertaken by one or more registered and regulated health or social care professionals and their team with whom the individual has a legitimate relationship for their care. *Source: [Review of data security consent and opt outs by NDG - June 2016](#)*

4. Access to JUYI

- 4.1 The Gloucestershire Shared Care Record, JUYI, provides access to a portal view of clinical and social care data provided by organisations across Gloucestershire for the purposes of 'Direct Care'.
- 4.2 Access is primarily determined by utilising a specific role on a NHS Care Identity Service Smartcard via a Context Launch. Context Launch is the ability to automatically open the JUYI record of the patient being viewed in the host clinical system.
- 4.3 Where a host clinical system cannot provide a context launch ability, a User, using a smartcard with a specific role, can access JUYI using a manual search mechanism known as 'Patient Search'
- 4.4 A small number of users, such as system support, may not have a smartcard and/or a context launch capability and will access via a Username/password & 'Patient Search'.

5. Authorisation

- 5.1 Access is authorised by the JUYI Programme Board acting on the advice of the JUYI Information Sharing and Access Control Reference Group (ISACRG), under the auspices of the Gloucestershire Information Governance Group (GIGG).

5.2 Categories of staff authorised by the JUYI Programme Board are detailed in the schedule in Annex A. The schedule will be updated to reflect any changes ratified by the JUYI Programme Board.

5.3 Authorisation for JUYI access will include the following three components:

- Smartcard role – agreeing the eligibility of a specific smartcard role
- Authentication – agreeing the method to authenticate a User
- Access Route – agreeing the method a User will access JUYI

6. Access to the Admin Portal

6.1 A separate Admin portal is available for Administrators to configure various system components and to access the system audit functionality. There is a granular level of access to the Admin components, so a system admin able to configure the application interface might not have access to the audit functionality. Conversely, a Privacy Officer with the ability to access the audit functionality may not have access to the core IT configuration components.

6.2 No Patient Identifiable Data is accessible within, or from, the Admin Portal.

7. Access Requests

7.1 Groups of staff providing, or supporting those involved with direct care, may request access to JUYI with the support and sponsorship of their host organisation.

7.2 Sponsorship must be attained from the relevant clinical / IG authority within the Partner Organisation, usually the local Health Systems Clinical / IG Lead or group. The organisation's JUYI representative will facilitate and monitor progress of the Access Request.

7.3 A JUYI Request form, available from the JUYI Support Team, must be completed and include details of the following:

- Name / Role
- Organisation
- Reason for Request
- Current Smartcard role

Full details are available via a form on the JUYI Clinician Website
www.juyigloucestershie.org/clinician

8. Form Submission Process

8.1 Following the relevant approval from the Requestor's host organisation, the completed form should be sent to glossharedcarerecord@nhs.net. The request will be registered and acknowledged by the JUYI Support Team.

8.2 The form will be presented to the JUYI Project Board for consideration.

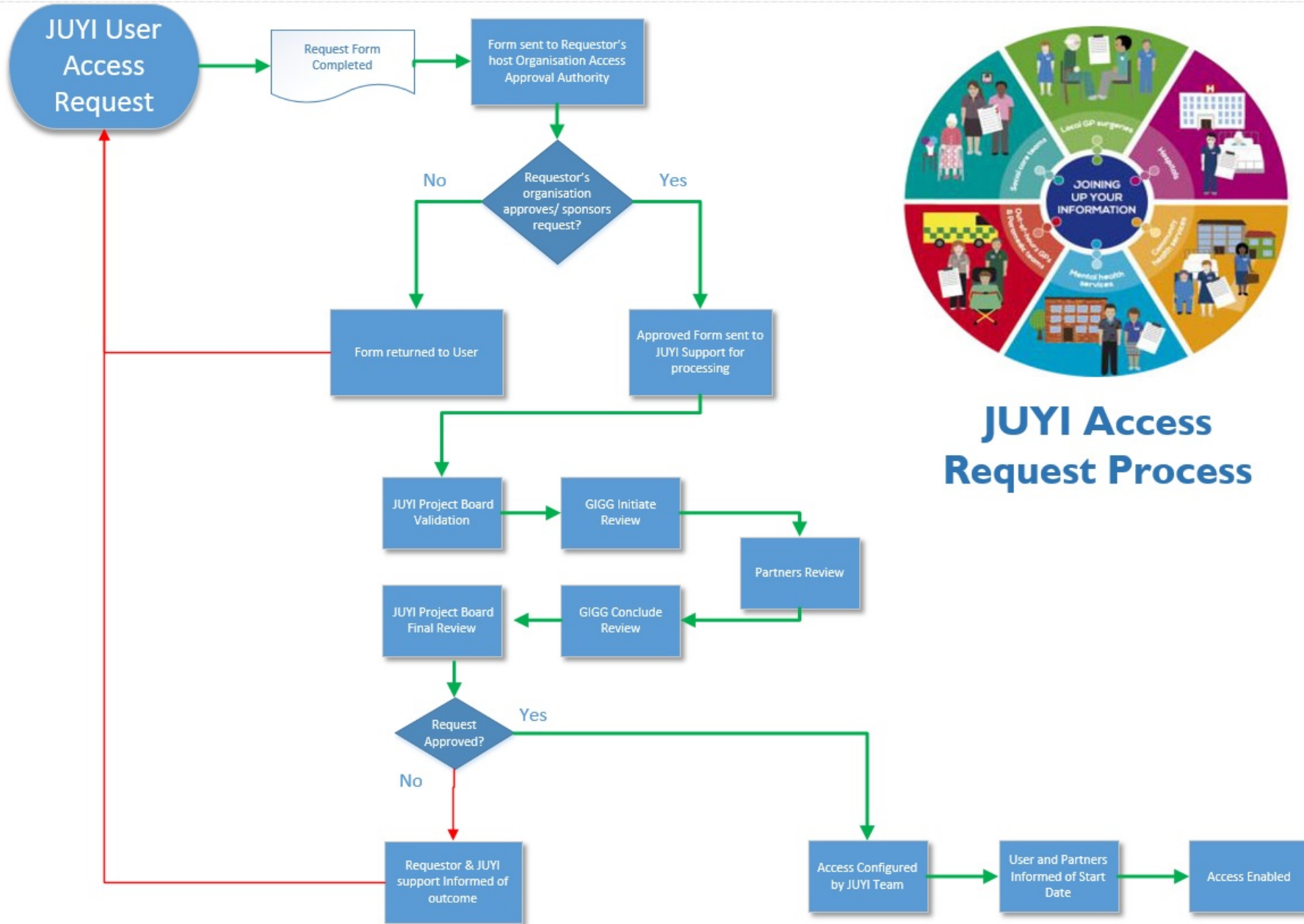
- 8.3 The JUYI Project Board will seek the advice and guidance of the JUYI Information Sharing and Access Control Reference Group, part of the Gloucestershire Information Governance Group (GIGG), in determining the appropriateness of the request.
- 8.4 Each GIGG partner organisation will separately consider the request and respond by agreeing, rejecting or seeking further information.
- 8.5 The outcome of GIGG deliberations will be communicated to the JUYI Project Board where formal approval would be given.
- 8.6 Where approval is given, access will be granted and any new smartcard roles added to the JUYI configuration and Users notified.
- 8.7 Request forms, GIGG and Project Board reviews may be undertaken electronically to expedite approvals.

9. Access Criteria

- 9.1 All requests must be for the purposes of the delivery and support of Direct Care.
- 9.2 Access to JUYI will predominantly be via 'click-out' from an organisation's host clinical application and therefore Users must already have access to that local system.
- 9.3 Access is provided at Smartcard role level – therefore access given to one user with a particular smartcard role, will be replicated to all users with that role in an organisation
- 9.4 Access for User Groups / Smartcard roles must be sanctioned unanimously by all partners.
- 9.5 There is no granular access to content on JUYI - all content is accessible to authorised Users.



JUYI Access Request Process



Annex A - Authorised Categories of JUYI Users

Org	Role	Smartcard	Authentication	Access Route	Approval Date*
2g	Clinical practitioners	R8000, R8001, R8003, R8004	Smartcard	Context Launch	Aug 2018
GCS	Clinical Practitioners	R8000, R8001, R8003, R8004	Smartcard	Context Launch	Oct 2018
GHFT	Clinical Practitioners	R8000, R8001, R8003, R8004	Smartcard	Context Launch	Feb 2019
Tetbury Hospital	Clinical Practitioners	R8000, R8001, R8003, R8004	Smartcard	Context Launch	July 2019
Out of Hours	Clinical Practitioners	R8000, R8001, R8003, R8004	Smartcard	Patient Search	
Glos' Support	Gloucestershire System Support	R8000, R8001, R8003, R8004	Smartcard Username / Password	Patient Search	July 2018
Supplier - Support	Kainos System Support	N/A	Username / Password	Patient Search	July 2018

*Approval date – Date that access was originally authorised (not the date access occurred)

New User Group Requests

If have not seen JUYI and need a demonstration you, email the JUYI team: juyi.gloucestershire@nhs.net

Requestor name:	
Team/Service/Department:	
Organisation:	
Source system:	
Phone:	
Email:	
Department Manager:	
Date of Request:	

Factors for organisation to consider:

We're happy to receive requests for additional users, however we do need to ensure that JUYI is being fully utilised by those that have already been granted access.

We would ask you to consider whether new processes or ways of working would negate the need to expand access.

Role / staff members requesting access: How many members of team require access? Do other similar teams within org. require access?	
Is this a time limited Request:	
Why is access needed: Processes/ways of working within the team have been reviewed.	
Is access for the purpose of direct care:	
Data Access: If available, would a restricted view of specific datasets (i.e. Demographics / Appointments / Medications etc.) be more appropriate? If Yes, what specific components of the JUYI record would be required?	
Does JUYI meet current needs: Does JUYI contain all the information needed? Is additional functionality required? Will other sources of information still be required?	

Does this request have Organisational Sign off?

State either: Rationale for approval or Reason for refusal	
Org Clinical Lead:	
Org IG Lead:	
Date:	

Logistical considerations:

Please note that access to JUYI is provided at Smartcard role level.

Therefore in order to give access to one user on a particular role, all users on that role in your organisation will then have access by default.

Number of new users: Within team? Within org?	
Do they have smartcards: Do all potential users have smartcards?	
If yes, Smartcard roles:	
Smartcard roles to be used for JUYI access: Existing role or set up new role?	

Once completed, return this form to juyi.gloucestershire@nhs.net