

**HSCN update: Please read this information relating to a critical network change at all GP sites.**

The Health and Social Care Network (HSCN) is replacing N3 to ensure practice infrastructure can support new and emerging models of care whilst solving historic network speed problems at many sites. Every practice needs to upgrade to HSCN as the N3 network is being switched off later this year.

The migration process has several stages:

- **BT/Openreach Installation of Network Lines**
  - Orders for new lines have been placed in phases since late last year and many practices already have lines installed. Installations for remaining sites will happen in the next few months
  - In most cases, a new fibre optic cable and telephone line will be installed near your network cabinet
  - This work will require a number of visits, including a site survey. The visits should not cause network downtime but some may create noise during cable installation
  - If your building pre-dates 2000, engineers may ask to see your asbestos report
  - BT should contact you before any visit to book a suitable time. If an engineer arrives unannounced, you can turn them away but your co-operation where possible will help the tight timescales.
  
- **Healthcare Computing Network Cabinet Remedial Work**
  - The new HSCN service will require extra equipment to be installed in your network cabinet
  - Surveys have been completed to see if additional cabinet space or power was required.
  - You will be contacted to book any necessary work. If this requires significant downtime, it will be booked 'out of hours' at a time convenient for you
  - During the surveys, engineers reserved cabinet space and power sockets by masking the area. If equipment has since been installed into this area (e.g. new phone system) please contact us urgently for a new survey
  
- **BT Line Commissioning**
  - This work will involve a BT engineer visiting your site to connect new equipment to the lines
  - BT will send this equipment to your practice a few days before the visit. In most cases there will be two boxes which will have Cisco written on them. Please keep these boxes safe for the BT engineer
  - BT will book the commissioning before their visit, which will not result in any downtime
  
- **HSCN Migration**
  - This work will be completed by Healthcare Computing and an engineer will be on site for most the day

- The migration will take place at lunchtime and result in a minor downtime and disruption whilst network devices are reconfigured
  - Further details will be sent when your migration is booked
- Timings
  - All remaining line orders have been placed and if you are still awaiting line installation, BT and Openreach will contact you to arrange this shortly
  - Once the lines have been installed and any remedial work completed, your site will join the migration queue
  - Prioritisation for migrations depends on several factors including reported speed issues and planned mergers. Multi-site practices will mainly be migrated together to limit complications with branch connectivity

We are aware that many practices are experiencing significant network performance issues and we are doing everything possible to migrate practices ASAP. For any enquiries, please email [damien.mccann@nhs.net](mailto:damien.mccann@nhs.net)