

Board of Directors Meeting

Report

Subject: IT (information technology) Update
Date: 31st July 2014
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Lead Director: Fran Steele, Chief Financial Officer

Executive Summary

The purpose of this paper is to provide an update to the Board of Directors on the IT projects and service activities for Q1.

The key messages are:

- We are moving forward with our plans to dramatically improve IT (information technology) within the Trust.
- Investing to replace old computers and other IT equipment also means we are putting in place, more reliable and cost effective IT support.
- We have upgraded the WIFI network and this gives the Trust the opportunity to give free access to patients.
- The benefits of the IT Strategy are wide reaching, including getting timely information at the point of care, so we are able to see and treat our patients efficiently.
- The Trust's Integrated Care Record (ICR) Programme is supporting the "Better Together" programme IT roadmap by working collaboratively.
- The Trust is collaborating with Nottinghamshire wide Health and Social Care providers on a bid for funding which would see the introduction of a county wide "clinical portal" for information sharing.

The key emerging Strategic risks are:

- The Trust has seen the unexpected realisation of a PAS project risk that appears not to have been escalated in accordance with the project governance framework and is now a major issue.
Action: There will be an immediate investigation and a lesson learnt report – What would we do differently?
- The Trust is using expert contract staff to deliver large scale IT enabled business change projects which could expose the Trust in terms of residual expert knowledge.
Mitigation: The Trust will create a formal skills and knowledge transfer process which should result in a low likelihood of this risk occurring as an issue.

Recommendation

That the Board of Directors receives this IT Update for **Noting** and **Assurance**.

Relevant Strategic Objectives (please mark in bold)	
Achieve the best patient experience	Achieve financial sustainability
Improve patient safety and provide high quality care	Build successful relationships with external organisations and regulators
Attract, develop and motivate effective teams	

Links to the BAF and Corporate Risk Register	
Details of additional risks associated with this paper <i>(may include CQC Essential Standards, NHSLA, NHS Constitution)</i>	
Links to NHS Constitution	
Financial Implications/Impact	
Legal Implications/Impact	
Partnership working & Public Engagement Implications/Impact	
Committees/groups where this item has been presented before	
Monitoring and Review	
Is a QIA required/been completed? If yes provide brief details	

1. Purpose

The purpose of this paper is to provide an update to the Board of Directors on the IT projects and service activities for Q1.

2. Introduction

Nottinghamshire Health Informatics Service (NHIS) is the current IT service provider for the Trust.

With the introduction of the “Brilliant IT Basics” project we have “listened” so that we understand where there are gaps in service delivery and customer satisfaction.

Based on end user experiences, consultation, electronic surveys and service desk metrics the NHIS has embarked upon the “delighting our customers” project and introduced customer promises. Our next objective is to create a Customer Experience Forum.

This paper provides a summary of the Trust’s key IT projects and service activities.

3. Integrated Care Record (ICR) Programme Update

The Integrated Care Record (ICR) Programme is a series of interconnected projects currently underway across Sherwood Forest Hospitals Foundation Trust. The programmes key aim is to facilitate the full integration of the digital patient record in all care settings across North Nottinghamshire.

Clinical transformation is at the heart of the programme encouraging and enabling clinicians from different provider organisations to work collaboratively together in multi-disciplinary teams to improve the care pathways of their patients.

NHIS has appointed an (Interim) ICR Programme Director who will create clear communications for the programme and provide pro-active stakeholder engagement. Furthermore, he will also provide deployment assurance for business change, benefits realisation, data quality, and risk management.

The Trust has also recently partnered with other Nottinghamshire wide Health and Social Care providers on a technology bid for funding which would support the introduction of a county wide “clinical portal”. This would provide front line health and care practitioners with a summary record of their patients care.

4. IM&T Strategy Update

The Information Management and Technology (IM&T) Strategy 2013–2016 for Sherwood Forest Hospitals NHS Foundation Trust was approved on the 30th January 2014.

A Head of IT (SFHFT) has been appointed within SFHFT to ensure that business and clinical requirements are reflected in the NHIS technology applications and services and that SFHFT as customers receive an excellent customer service.

He will also be monitoring contract performance, and ensuring any required improvements to the IT service is implemented.

NHIS is making progress with implementing the SFH IM&T strategy. Projects have been prioritised through the capital planning process, and the IM&T delivery has met its Q1 budgetary target. All strategic IT projects are governed by the Project Boards within the Trust.

The highlights from Q1 key IT Projects are:

4.1 PC replacement programme

As part of the capital planning process it was agreed that NHIS would replace out of date PCs due to performance issues (particularly in the clinical areas) as quickly as possible, and ensure that the required Windows 7 upgrades for desktop PC's can be achieved by April 2015.

Further a recommendation has been forward by SFH Head of IT that SFH should make a tactical investment now to replace in 2014/15 all PC's that can't be upgraded to levels necessary to run Windows 7 and require applications to a reasonable standard.

This would see 509 old PC's replaced with new and a further 1841 upgraded with more memory and updated software versions. The Trust has identified the Capital funding exists to undertake the proposed PC replacement but the non-recurrent revenue (staffing implementation and small upgrade costs) is proving more challenging to identify.

4.2 PAS replacement project

The first major milestone of the IT Strategy is the implementation of the new PAS system on the 4th October 2014. However, there are 2 major issues which impact on the planned "go-live" date. These have been escalated to the Executive Team and to the Board of Directors.

These are:

1. Referral to Treatment Functionality
2. Clinic-build to Revised Specification

The details of these issues and mitigations will be discussed at the July Board of Directors meeting.

4.3 SFH Interoperability projects

The interoperability projects will be a major step forward and the foundation of much of the work to integrate care records over the next few years. There are many other areas of work underway such as the introduction of System One TPP into Newark hospital, the continuing roll out of VitalPac and Phase II of ICE electronic requesting.

4.4 Electronic Prescribing and Medicines Administration (ePMA) project

The Trust has recently submitted a bid to the NHS England Integrated Digital Care Technology Fund for funding to support Electronic Prescribing and Medicines Administration (ePMA) project. This is an exciting opportunity and if successful it would see ePrescribing being introduced alongside PAS across the entire Trust supporting the delivery of safe and good quality patient care.

4.5 “Brilliant IT Basics” project

The NHIS Account Manager meetings with divisions are now more formal with shared action lists and the meetings will be extended to other areas of the Trust. for example; the Executive Corridor secretaries, Finance, Communications and HR.

NHIS have aligned with best practice Infrastructure Technology Information Library (ITIL) principals which mean that incidents are objectively analysed and categorised according to IT severity along with business impact.

This will help ensure the swiftest and most appropriate response from NHIS and the correct prioritisation against the existing raised calls.

Furthermore, proactive identification of similar or linked calls (incidents) leads to a problem and does automatically receive necessary escalation and prioritisation when affecting multiple users or business units.

We have now assigned second line technicians to areas within the Trust to ensure continuity of service. The Second line technicians are on a regular basis attending ward rounds and are fixing issues there and then or taking them away and feeding back to the end user. This has been well received in terms of positive feedback from end users;

“I would like to express my thanks and appreciation to you and your teams who came around the wards the other day on an unannounced visit in regards to IT equipment needs/issues. I think that this was a great idea and it was really appreciated by myself and the nursing staff on the ward. It is sometimes difficult to get the time to report various little IT niggles and it was much appreciated that the teams came around and repaired my printer and had a look at one of the other PC’s on the ward”

Stuart Shaw Ward Leader- Ward 36

5. Recommendation

That the Board of Directors receives this IT Update for **Noting** and **Assurance**.

Eddie Olla
Director of NHIS