THIS Lights The Way For Spectrum Development

Spectrum Community Health CIC is a social enterprise based in Wakefield who provide a number of services to the NHS and local authorities, including offender healthcare, sexual health and substance misuse services.

Spectrum has approached The Health Informatics Service (THIS) to provide support for a number of new or revised services. Various THIS teams are involved in delivering a professional service, working with Spectrum staff to ensure they meet deadlines and service objectives.

SystmOne has been successfully deployed as a clinical tool at the Immigration Removal Centre at Manchester airport. THIS provided Project Management, Registration Authority and technical expertise on this project.

In the process of going live is Spectrum's new Barnsley Integrated Sexual Health Service, which THIS are working with to both enable the use of SystmOne and also the move of Spectrum's team into new premises in Barnsley.

Due to the increase in services and staff required to run these, Spectrum's Head Office team is moving to new premises in Wakefield and again, THIS Project Management, Network Services and Technical Support are involved in enabling this.

Spectrum is working in collaboration with a number of partner organisations and the provision of e-mail access from prisons in the Northumberland area and sites in North Yorkshire is being provided by THIS. The provision of Healthcare at HMP Full Sutton is a new contract that Spectrum has won and, over the coming months, the support elements for this site will also be transferred to THIS.

Spectrum's Integrated Sexual Health Service in Wakefield is also moving to new premises. THIS will be involved in providing all the services to this move in the same way as with Barnsley.

Jim Longley
Service Account Manager

" The HIS team are a crucial partner for Spectrum and, in this period of rapid growth and development, have played a significant role in ensuring our IM&T requirements have been addressed. The service is responsive and professional and we are pleased we have the close working relationship we have developed over the past four years."
Sharon Hardcastle,
Spectrum's Director of Finance & Resources

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If you have any questions about our articles please email us at: contact-us@this.nhs.uk

NPEx Update

NPEx connects NHS pathology laboratories to a national network, enabling them to send and receive test requests and results electronically. There are, at present, 45 NHS Pathology labs subscribed across the UK.

April 2015 – Manchester Engagement Session
The workshop, held at the Trafford General Hospital, aimed to showcase the advances made in the National Pathology Exchange (NPEx) technology, the website developments to improve user interfaces and the increase in subscribers since 2014. Manchester hospitals are the system's most long-standing users, having subscribed since the technology was first available eight years ago. The aim of the session was also to agree the National User Group agenda for the July meeting and to begin to define the developmental map for the system's technology.

May 2015 – Kick off Meeting, NHS Grampian
A meeting was held at Aberdeen Royal Infirmary to begin the deployment of NPEx to the first Scottish lab. NHS Lothian has also raised an order for the system, which will enable these two Trusts to send and receive test requests and results. NHS Lanarkshire has also shown an interest in the NPEx service.

July 2015 – National NPEx User Group
The annual User Group will be held on Tuesday 14th July at the unique conference facilities of the National Motorcycle Museum in Birmingham. It will take place between 9.30am and 2.00pm. The event will consist of a combination of presentations and workshops. There will be information about new developments to architecture and the user interface with opportunities to interact with and feedback on the changes. The session will be attended by representatives from over 45 NHS organisations from across England and Scotland. For more information please email: NPExUG@this.nhs.uk

Debbie Hunter
Service Account Manager

IMPROVED SERVICE DESK SYSTEM

Through efficiencies, we have been able to invest in a Service Management Solution provided by the Market Leading IT Service Management, BMC Software.

Service Desk On the Web
- An Enhanced IT Self Service Portal (replacing many of our current forms and processes e.g. email, to the on-line solution)
- A mobile app for our technicians to collect and update their tickets; enabling a rapid response to your issues
- Live reporting for IT Managers and other stakeholders via the Market Leading Business Objects Platform, facilitating reports for improved financial & service forecasting
- Up to date Problem & Change Management Software package to improve our Release Management processes

The on-line portal also offers:
- Tracking of your historical incidents/requests
- Self Service Knowledge Management via a searchable Knowledge Base published directly to you
- Search and view Knowledge Base articles, offering great tips and tricks to help resolve your own issues
- Enhanced visibility of Known IT problems published to your own on-line account!

Coming Soon!
- Smartphone apps to enable you to submit requests for help directly to us
- Social Media integration
- Chat Facility

"Here at the Service Desk we appreciate how important it is for our customers to receive a quick response when reporting their incidents to us.

We have acted on your feedback by upgrading our current Service Desk system with additional contact methods. The first being a new Self Service IT Portal to improve and simplify your IT Support experience.

If you have limited time and don't need to speak to a Service Desk Analyst, users can now access the Service Desk directly without the need to pick up the phone or email. It's a fast and responsive method for logging all your incidents on-line, automatically allocating to the appropriate support teams for a faster resolution. You won't even have to wait for a reference number, it's there instantly when you submit!"

THIS Service Desk Opening times:

Mon – Fri
8am to 6pm
(Excluding Bank Holidays)

Call us on:

0845 127 2600

Click below to access the portal:

Click Here

https://this.onbmc.com/arsys/

INCIDENT MANAGEMENT

KNOWLEDGE MANAGEMENT

ASSET MANAGEMENT

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PROBLEM MANAGEMENT

SERVICE LEVEL MANAGEMENT

SERVICE REQUEST MANAGEMENT

MYIT BASE

CHANGE MANAGEMENT

CONFIGURATION MANAGEMENT DATABASE

EPR Benefits #1
Adverse Drug Events

With just over a year to go until CHFT 'go-live' with our Electronic Patient Record, this series of mini-articles will look at the evidence around the benefits to patients of an EPR.

Adverse Drug Events (ADE) are a common occurrence in hospitals affecting approximately 7% of admissions. The overall impact on the NHS in England is estimated at 4 out of every 100 hospital bed days are caused by ADEs. Adverse Drug Events can be down to missed drug interactions, missed awareness of allergies, missed doses, wrong drug or wrong dose given due to poor writing, transcription errors, poor prescribing or wrong drug given to wrong patient. An ADE can cause significant harm to our patients.

The Electronic Patient Record includes full ePrescribing and electronic medicine administration system (EPMA). All medications are prescribed electronically which automatically checks for drug interactions and allergies but also constantly monitors patient investigations and alerts if a patient has, for example, started going into renal failure after the dose was prescribed and needs reducing. With electronic prescribing there is no transcription so no risk of errors as electronic is always legible. There are dose parameters to avoid the overdosing sometimes seen due to miscalculations in paediatrics.

Giving the medication is via the system too. Barcode scanning on the patient and the medication that is linked to the system ensures the right patient receives the right dose of the right medication at the right time, making it safer for our patients and our busy nurses.

Overall there is good evidence in the literature with multiple studies showing that computerised prescribing and administration cuts Adverse Drug Events by 50% with a range of between 13% and a staggering 99%.

This level of reduction will significantly improve our patient safety and thus patient experience. There will be less harm to our patients and thus the stress caused to doctors and nurses of making an error.

KEY POINTS
- Adverse Drug Events are common (7% admissions in NHS)
- Intelligent software checks for drug interactions / allergies / doses
- Constant monitoring of patients alerts clinicians if doses need changing
- Barcoding ensures the right dose of the right drug to the right patient by the right route at the right time

For more information, contact:
dave.lang@this.nhs.uk

IT enabled modernisation programme

Community Mobile Update

Mobile working for Calderdale & Huddersfield NHS Foundation Trusts' community staff has been well underway for several months now. To date, over 500 mobile devices have been rolled out to staff.

Bespoke training for community staff is provided by The Health Informatics Service (THIS) SystmOne team and THIS support services. The majority of training takes place at Broad Lea House, Bradley, in the dedicated IT training suite. Staff are provided with their mobile kit and shown how to access SystmOne mobile and the Trust network, using remote access. The training teams are also holding 'drop in and trouble-shooting' sessions for staff; which provides invaluable ongoing IT support.

Once equipped, staff can use the mobile solution to update their patient records, whilst out and about in the community. This gives them more flexibility in the way they deliver services and reduces the need for them to return to base.

Should staff need to work within an office environment, they can now do so at several community sites across Calderdale, where Wifi has been installed.

Recently Chief Executive, Owen Williams visited St. John's Health Centre where he met with some of the 'early adopters', to find out how the rollout is going and hear about the benefits mobile working has brought to both patients and staff alike.

**Helen Webster-Mair
Deputy Business Manager**

Community Mobile Project

"Thank you – mobile working has made things so much easier. We can access patient records much quicker and transfer consultations the same day, making practice far more effective and safe."
**Rachel Clegg
Community Matron**

THIS Journey of Mine
Tom Amos, Development Manager

Tell us about your career background?
Working within Informatics is a far cry from Burger King, Alton Towers and handing out flyers for a nightclub!

When did you start working for THIS and what was your job?
I started out as a contractor and managed 10 months on the Service Desk before being recruited into the permanent position of Assistant Web Developer. My arrival in the team doubled the capacity to 2 and I worked on a number of websites and intranets for 2 and a half years before moving into the Software Development team.

How did you get where you are now?
After 3 years working in software building and integrating clinical systems I was asked to move back and manage the Web Development Team. Two years passed and I moved into the role that I'm in today, managing all of the development that comes from THIS.

What does your current job entail?
My two teams are involved in both internal and external development. The Web Team focus on building Websites, Intranets, Web Applications and Mobile Applications. Duties on the Web side of things contain meeting new customers, securing new external business, planning new builds, supporting my staff to develop on both a personal and organisational level. When it comes to the Software side of my job I have to support my team so they can ensure that all the clinical systems within CHFT are integrated and available at all times and manage the implementation of new systems.

What are the best bits about your job?
It's very rewarding to see team members flourish and become experts in their field and hold their own with colleagues and customers. Also, every day is never quiet, or the same!

Is this your ideal job and if not, what would it be?
When I was working on the Service Desk I had an application in with the Police. If I wasn't doing what I'm doing now then I think that's where I'd be.

Who has been the biggest influence in your career?
I've been lucky to have a few managers early on within THIS that have had strong technical background and historical knowledge of the areas that I've worked in. I've definitely built my management style from the qualities demonstrated by them.

What is the highlight of your career so far?
Being asked to move out of a development role to manage a team for the first time was a big deal for me. I've also been thrust into the public speaking arena and have participated in a number of talks at healthcare events around the country.

What are your ambitions for the future?
Gain more exposure to informatics on a national level and raise the profile of what we do at THIS.

Tom Amos
Development Manager

New Customers

LEEDS BECKETT UNIVERSITY

pennine msk partnership Ltd
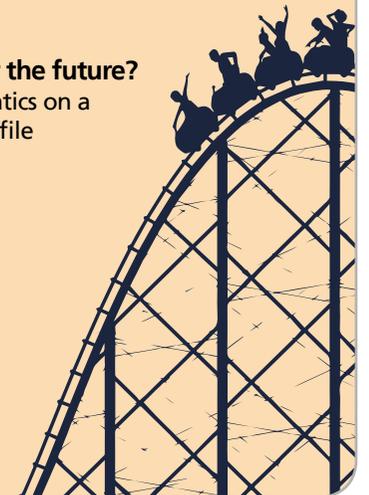
The Registration Authority Team has recently supported a number of Smartcard Registration sessions for University's following requests from a number of institutions in the area. More recently representatives from THIS and Leeds Beckett University have been working closely to issue Smartcards to the Allied Health Professions who are about to take placements within their local area. This enables a smoother transition to accessing the appropriate medical system and timely input of clinical data when they start with their placement. Catherine Coates,

Co-Director within the Faculty of Health and Social Sciences at the University comments;

"*Chris Love and the Health Informatics team have provided an extremely professional and efficient service processing nearly 100 of our students through identity checks and issuing smartcards to several cohorts of our Allied Health Professionals over a 2 day period. The students will now have full access to the medical records that they require to meet their placement competencies and our local Trusts are very pleased that this is arranged prior to placement and so is one less organisational process for them to carry out. We are keen for the rest of our cohorts to go through this process in September and have full confidence in THIS to deliver this service in the Autumn".*

This follows a similar collaboration with the University of Huddersfield earlier in the year.

Chris Love
Service Account Manager

The Information Governance (IG) Service has recently begun working with an organisation called Pennine MSK Partnership in Oldham.

Pennine MSK Partnership Limited is a service commissioned by Oldham CCG to provide care for the patients of Oldham in Orthopaedics, Rheumatology and Chronic Pain in a community setting across several sites in and around Oldham.

The service will be provided to them for an initial period of 6 months but hopefully will continue for some time after. The core service is providing Pennine MSK with an embedded IG Officer to improve IG practices and procedures throughout their Organisation.

NHS
GHCCG
IMAS
HPS
LEEDS LIBRARIES for HEALTH
Yorkshire & the Humber Digital Health Community
ESR
SCHOOL HEALTH MATTERS
ANS
NPEx
NKCCG
HiBC

Long Service Awards

Julie Motta
Prime Minister Challenge
Fund Project Manager
West Wakefield Health & Wellbeing

When I started in the NHS 26 years ago I never realised it was going to be a career for life, I've had a varied career and done many jobs in those years including Service Desk Management, 3rd line server support, Information Management, Data Standards and Quality, Project Management and Service Account Management to name a few. I think what has kept me in the NHS is the varied roles that I've had which has kept things interesting and I've always adapted to and embraced the many changes throughout the years. Always in the back of my mind is the fact that ultimately my work, no matter how indirectly, has had an impact on patient care. I had never met Owen Williams until he presented me with my award and my hi-light of the evening was when he asked my 13 year old daughter how she would feel if she had been working in the NHS for 25 years, she simply replied 'tired'!

Lesley Chin
Programme Manager for
ICE Optimisation and ePrescribing

Looking back on my 25 (26 now) years in the NHS, I see that they have been amazing. I never thought my journey would take me to where I am today in The Health Informatics Service. Leaving clinical work behind was difficult, but my boss at the time told me the work I was involved in, Choose and Book amongst other things, benefitted ALL patients. I now see that he was right and that no matter how far away we think we are from direct patient care, everything we do in THIS contributes to that care. I was very proud to receive my reward from the Chairman, and meet Owen Williams, Chief Executive and other colleagues. However, it was my daughter who benefitted the most from the gift voucher I received!

Congratulations!
From The Health Informatics Service

In The Spotlight

I am Helen McNae; I have worked for THIS since 2008 and am currently the Information Governance and Registration Authority Manager. I have managed the IG Service for about 16 months and have recently taken over service management for the Registration Authority.

What did you want to be when you were growing up?
I wanted to be an archaeologist, I had the false belief that all I would be doing was travelling to Greece and Egypt digging for hidden treasures.

Did you have a teenage obsession (band etc.) and who was it?
Duran Duran and Nick Kershaw were my favourites…. Posters coated my walls for a few years I have to admit.

Tell us about your career background?
I have a very varied work background, from being a travel agent, working in a textile mill, retail and then in a data quality and compliance role in the private sector before joining the NHS in 2008 as a Confidentiality and IM&T Security Officer.

What is the highlight of your career so far?
I think this would have to be passing my Masters in Healthcare Management in 2013; it was such a tough few years studying whilst having some health issues and surgery so I felt it was a real achievement when I passed.

When you are not at work how you do relax?
I try to go to the gym 3-4 times a week. Normally for Body combat classes.

What is your biggest ambition?
I don't have any ground breaking ambitions to be honest, I guess I just want to continue to do my best in my home and work life and see where that takes me…….. Oh and retire by 55!

What is the funniest thing that's ever happened to you?
I've had lots of laughs and embarrassing moments throughout my life, I think choosing one over the others would be hard and would probably end up adding to my list of embarrassing moments so I will leave it there.

What would people be surprised to know about you?
I used to be a store detective in House of Fraser….. I had the highest arrest rate in the Lincolnshire area! Being nosey obviously suits me.

If you went on Britain's Got Talent, what would you do?
I don't particularly have any special talents….. So wouldn't go on the show. I could take my dogs and they could show their party tricks… of which are limited as well!

How do you think people will remember you?
As a giggle, not overly serious but genuinely nice person I hope…. Someone that cares, in both personal and work life.

**Helen McNae,
Information Governance and
Registration Authority Manager**

Let's make *THIS* work for you!

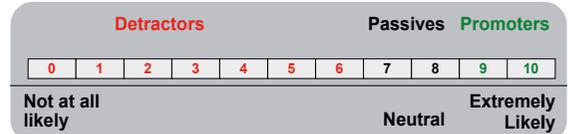☎ Tel: 01484 355420

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How likely are you to recommend us to a colleague or friend?

Detractors							Passives		Promoters	
0	1	2	3	4	5	6	7	8	9	10

Not at all likely   Neutral   Extremely Likely

NPS = % of PROMOTERS (9's and 10's) − % of DETRACTORS (0 to 6)

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* www.netpromotersystem.com