NEW Suite of Mobile Apps & Devices

Radiology system goes live across Cheshire & Merseyside 4

Patient survey goes digital! 5

Interactive web tools for patients, families, carers & clinicians 6

The importance of the NHS Number 8

iLINKS ‘13 Innovations

This prestigious FREE event is being organised by Informatics Merseyside and aims to showcase new and emerging technologies and their potential benefit to the Merseyside Health Economy.

BOOK NOW!

22nd May ‘13
Keeping You Mobile...

Informatics Merseyside launch a new range of Mobile Apps & Devices

Building on the success of our I’M Mobile Programme, Informatics Merseyside has launched a range of additional mobile Apps and devices, helping to further mobilise access to information when and where it is needed.

The I’M Mobile Programme was first established back in March 2012 to deliver bespoke clinical or corporate Apps, providing users with the ability to access and update information on the go. For clinicians, this has enabled patient clinical information to be accessed at the point of care, helping to improve productivity, efficiency and most importantly, transform the way that care is delivered.

Since the launch of the programme, the service has grown and now incorporates a suite of Apps and devices, including:

I’M Mobile Connected

Informatics Merseyside has enabled access to clinical systems via a HTML5 browser that is compatible with most operating systems and devices. Currently, an I’M Mobile - Connected pilot project has taken place with a number of GPs across Liverpool and Sefton, in addition to community clinicians from Liverpool Community Health NHS Trust. The findings of this pilot are currently being compiled and will be shared across the Local Health Economy in due course.

I’M Mobile EMIS

The EMIS Mobile App enables clinicians to access their diary and appointment schedule to view patient records and to add consultations. The paper copy can be left with the patient, whilst the information recorded is uploaded to the system via a USB docking station or transmitted via Bluetooth and a Smartphone.

I’M Mobile EMIS is currently underway with Informatics Merseyside, as part of the EMIS Early Adopter Programme. Keep a look out for further information.

Digital Dictation & Voice Recognition

Digital Dictation enables clinicians to record, edit and send digital voice files. The voice files are then stored digitally allowing transcribers (including secretaries and practice staff) to listen to the dictation and complete the transcription.

Voice Recognition allows clinicians to dictate into a device which converts speech into text format automatically. Digital Dictation is often viewed as the first stage of an implementation, replacing existing tape recorder processes. Voice Recognition then enables users to have their dictations automatically transcribed, however this can require voice recognition pre-learning and often requires a more in depth process redesign.

Digital Pens enable information to be recorded at the same time as making a paper record.

The paper copy can be left with the patient, whilst the information recorded is uploaded to the system via a USB docking station or transmitted via Bluetooth and a Smartphone.

With the use of integration technology, the data captured can be used to populate multiple clinical systems, reducing duplication of manual processes.

For more information about Digital Pens or any of our other I’M Mobile Apps or devices, visit imerseyside.nhs.uk

Published: Local Health Economy Informatics Strategy

An Informatics Strategy for the Local Health Economy has been published to support the development, delivery and quality improvement of healthcare services for the next three to five years.

The strategy takes into account the current challenges and how informatics can add value through enabling improvements, and helping to develop the efficiency and quality of care through innovative solutions.

Focusing on the high level, cross organisational informatics actions needed to support the forthcoming service agenda, the strategy quantifies what is needed to bridge the gaps to enable better joined up care and support service transformation. The strategy also focuses on patient centric care requirements and explores how informatics can help to empower patients to be more directly involved in their health care.

Key themes include:

- Joined up care
- Supporting the shift from hospital to care closer to home
- Patient empowerment
- Supporting the NHS reforms and efficiencies
- Agile working
- Value for money and maximising benefits for patients

Please visit imerseyside.nhs.uk for further information about the strategy or to obtain a copy.
Radiology Information System Goes Live Across Cheshire & Merseyside

By 3rd January 2013, the Programme Team had achieved signed contracts for each system for all Trusts and on the 13th January 2013, the new HSS Radiology Information System went live across Cheshire and Merseyside.

For resilience, the servers for this system are based at Aintree University Hospitals NHS Foundation Trust and The Royal Liverpool and Broadgreen University Hospitals NHS Trust, and are supported by Informatics Merseyside.

Trust users are already benefiting from improved performance and work now continues on the implementation of the replacement Picture Archiving and Communications System, which is on target to go live before current contracts expire, saving significant costs for all Trusts involved.

As a Local Health Economy, this development will enable the consortium Trusts to share images seamlessly saving over 150,000 hours of administration time per annum.

Patient Surveys Go Digital!

Traditional paper-based surveys are now a thing of the past thanks to the arrival of iPAD-based surveys...

Working in partnership with Mersey Care NHS Trust, Informatics Merseyside has been able develop an electronic paperless form to collect Patient Experience Surveys on iPads, as well as other tablet devices.

The forms use an off-the-shelf SharePoint App to collect the answers off-line and then syncs the completed surveys back to a SharePoint list when on-line. Once in SharePoint, the data can easily be exported into Excel and reported on.

Frank Westhead, Informatics Merseyside Project Manager, who helped develop the process, said: “The electronic forms on the iPad have proven to be popular with both staff and service users, with very positive feedback from the initial trial last September. “The use of iPads for data collection has sparked a lot of interest within the Trust and we’re getting enquiries from Facilities through to High Secure to start trialling the process elsewhere.”

Kim Guy, Patient Experience Manager at the Trust, said: “The introduction of technology to support the completion of patient experience surveys has been well received by service users. The solution was built to meet Trust requirements and has proven to be both effective and efficient. It will lead the way for other future developments.”

The system loads significantly more quickly and performs searches within a second or two, rather than 10-30 seconds. The digital dictation also seems better, with fewer transcription errors.

Peter Rowlands,
Consultant Interventional Radiologist and Cheshire and Merseyside Consortium Clinical Lead
Health 2.0: Interactive Web Tools

Informatics Merseyside launch interactive web tools for patients, families, carers & clinicians

Health 2.0 is a service launched by Informatics Merseyside to help the NHS make more creative use of life enhancing technologies by developing interactive online tools that deliver real benefits to patients, families, carers and front-line clinicians, whilst enhancing service models.

Health 2.0 is all about using Web 2.0 technology to develop easy to use, free or low cost web tools, which enable users to collaborate and share healthcare information more innovatively online.

One existing web application utilising Health 2.0 is Ollie. Ollie is for Speech and Language Therapy Service. “Ollie will definitely improve parent/carer engagement with the Speech and Language Therapy Service. “In my view, it will allow them to have easy access to their child’s Therapist and parents will be able to share their concerns, ask questions and let us know quickly and in a timely fashion if targets are being achieved.

“Ollie will also enable Therapists to see how frequently families are logging onto the programme and completing the provided therapy activities.

“We believe it will be a valuable tool in supporting our families while receiving input from the Speech and Language Therapy Service.”

If you would like to find out more about an existing Health 2.0 application or about potentially developing a Health 2.0 application, visit imerseyside.nhs.uk

Hack Day Success

NHS Hack Day Liverpool was a weekend event, which took place in September 2012, to fuse together clinicians with healthcare leaders and software developers, with the aim of creating innovative solutions to everyday problems experienced by clinicians.

During the event, teams had 2 minutes to pitch an idea to developers, 20 minutes to recruit developers and 36 hours to create a solution. After the 36 hours, the teams had 5 minutes to present and demonstrate their work to a panel of judges.

Informatics Merseyside pitched an idea to generate an on-line questionnaire to measure Patient Reported Outcome Measurements (PROMS) for four operations: Hip and knee replacements, varicose vein surgery or groin hernia surgery. The questionnaire asks patients about their health and quality of life before they have an operation, and about their health and the effectiveness of the operation afterwards.

This questionnaire is currently in paper format, however, over the course of the weekend, Informatics Merseyside developed the questionnaire to be used online and as an Android App.

The project for the event came from the WIBGI (Wouldn’t It Be Good If) Zone at the iLINKS Innovations event held in May 2012. Dr Martin Wilson, Consultant Neurologist at The Walton Centre NHS Foundation Trust stated that it would be “good to use mobile technology to gather PROMS from patients with long term conditions”.

Mersey Care NHS Trust is the first partner organisation from the Merseyside Health Economy to sign a call off contract and begin project initiation, which will see the 15 terabytes of data currently stored on the Trust’s 90 in-house servers transferred to the Cloud platform over the next six months.

First UK Healthcare Cloud...

Informatics Merseyside has joined up with IT integrator, SCC, to deliver the UK’s first healthcare Cloud, in an agreement designed to deliver secure data centre services at significant savings.

Over the past 3 years, Informatics Merseyside has been working on a project to develop a Cloud solution that would benefit all partner organisations by reducing clinical risk and costs through the provision of a 21st century ‘Health-Grade’ IT facility.

Following a rigorous procurement process, SCC was chosen as the preferred provider and a framework agreement was signed, covering a wide range of applications including patient administration services, e-mail provision, SharePoint and Business Intelligence Systems, with the outcome being that any partner organisation could procure Cloud and co-location services through this partnership on any scale.

Mersey Care NHS Trust is the first partner organisation from the Merseyside Health Economy to sign a call off contract and begin project initiation, which will see the 15 terabytes of data currently stored on the Trust’s 90 in-house servers transferred to the Cloud platform over the next six months.

This move will provide greater flexibility and certainty around spending commitments, requiring payment only for what is used and removing the need to invest in, maintain or upgrade own on-site data centres.

Neil Smith Director of Finance at Mersey Care NHS Trust, commented: “After an extensive review, the business case for moving to a Cloud-based platform was compelling, offering significant savings over the alternative options we considered. Budgetary issues are not the only factor behind the decision, as quality and security are as important to Mersey Care. The move to the Cloud offers a number of benefits including a more flexible infrastructure capable of responding to the organisation’s changing IT needs, freeing up the technical services IT resource to work on application developments and other service delivery projects”.

Tracy Westall, SCC’s UK Public Sector Director, said: “The QIPP agenda within the NHS is all about delivering the same standard of service but more efficiently and this use of the Cloud is a great example of what can be achieved. Informatics Merseyside has shown great vision in this project and there is no reason why many other parts of the public sector – including local and central government – could not achieve similar levels of service delivery at greatly reduced expenditure”.

Mark Bostock, Director of Informatics Merseyside, stated: “We are really pleased to be able to take this project forward and be leading the way in the provision of healthcare IT services in the Cloud. This is something we have been working towards for a long time to make sure we developed a sound business case with a robust framework contract with the preferred supplier in place as governance, compliance and patient safety are big challenges to overcome in healthcare IT.

“There are huge advantages to this scheme not only in terms of potential cost savings although the business case alone here is very compelling as this means there is no need to have multiple data centres and on-site servers. Additionally, customers can scale up or down very quickly according to their needs at any one time and this means organisations can plan ahead with much greater certainty in terms of capital outlay.

“If customers only want to do something on a short term basis they can as they only pay for what they use. This is a platform which provides massive flexibility and will undoubtedly see a much more efficient system.”

Find out more about our Cloud Computing Service by visiting imerseyside.nhs.uk
The importance of the NHS Number and how it should be used...

Using, recording and referencing the NHS Number of patients is important. Here’s why...

Did you know?

- The NHS Number is the only unique patient identifier
- Through safer patient identification it helps reduce clinical risk
- It enables data to be linked across systems and shared across organisational boundaries
- It supports health and social care integration
- Babies are given their NHS Number at birth to link their healthcare records for life

Back in 2009 a ‘Safer Practice Notice’ was issued by the National Patient Safety Agency. This was titled ‘Risk to patients of not using the NHS Number as the national identifier for all’. This included various mandates for NHS organisations:

- the use of the NHS Number as national patient identifier, alongside a local hospital numbering system,
- using the NHS Number on all correspondence, notes, patient wristbands and patient care systems
- encourage patients to carry their NHS Number and promote its advantages and safety benefits

More recently the national NHS Operating Framework 2012/13 stressed the importance of the NHS Number and linked it to contractual payments, stating:

3.29: No single technical change has greater power to improve the integration of services than the consistent use of the NHS Number. NHS organisations are expected to use the NHS Number consistently in 2012/13 and commissioners should link the use of the NHS Number to contractual payments in line with the guidance. There will be punitive contract sanctions for any organisation not compliant by 31 March 2013.

Do you want to know more or need help concerning the use of the NHS Number? Advisory material is readily available on the Connecting for Health website, including a useful toolkit which can be accessed at connectingforhealth.nhs.uk/nhsnumber/toolkit
Alternatively, for local help and advice, please get in touch at imerseyside.nhs.uk