

Inform

Customer newsletter of the North Mersey Health Informatics Service (HIS)



In this issue...

North Mersey HIS Team
"one of best in country"
says CSCA

New service desk
system is improving the
customer experience

Remote access to
service user information
enhancing service delivery

Printing costs reduced
by up to 31% at North
Mersey Trusts

Working for you 24/7

Who is your HIS
Relationship Manager?

Major review of
HIS service delivery
completed

From vision to reality!

The vision of the North Mersey Health Informatics Service (HIS) is to be the preferred supplier of IM&T services across North Mersey NHS Trusts. We aim to achieve this by offering customers the services they need to make their businesses successful. This means:-

- Strategic leadership, to help ensure that IM&T developments are aligned with business objectives.
- Operational excellence in the services we deliver.
- Economies of scale and value for money.
- A customer focused service, which listens and responds to customer needs.

Specifically, the services that the HIS provides includes:-

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|------------------------------------|--------------------------------|
| • Service desk | • Technical infrastructure |
| • Desktop support | • IT training |
| • Technical support | • Web and software development |
| • Application support | • Relationship management |
| • Programme and project management | • Business development |

In this first edition of Inform, you can read how these services have been delivering benefits to customers on the ground, helping to make the HIS vision a reality.

North Mersey HIS Team

“one of best in country” says CSCA

The National Programme for IT (NPFIT) is providing a range of national IT systems that will help the NHS to deliver better and safer care to patients. The HIS is supporting its Partner Organisations to successfully deploy these systems locally.

One of the projects currently being supported by the HIS is the roll-out of NHS Care Records Service (CRS), known locally as Lorenzo, across Liverpool and Sefton PCTs. The HIS NHS CRS Implementation Team is delivering a range of services including awareness raising, process mapping, benefits realisation, training, systems development and ongoing system support.

Anne Rosbotham-Williams, Executive Quality and Performance Manager for Liverpool PCT believes the contribution of the HIS Team has been invaluable.

“They have supported staff through the implementation at every stage, including the change management process. They have been flexible in approach and responsive to individual needs to facilitate the

smoothest possible roll out for such a wide range of services”.

Ken Blackie, Change Manager for Computer Sciences Corporation Alliance (CSCA), providers of Lorenzo, points out that introducing new computer systems into healthcare has always been challenging but the prize of success, in delivering improvements in patient care and the patient experience, is huge.

“The fact that we have made use of a number of the Team’s projects as ‘case studies’ on how to roll-out Lorenzo successfully shows that the HIS NHS CRS Implementation Team is one of the best in the country.”

Ward Priestman, HIS Director of Service Development expressed his delight at the endorsement by CSCA, saying “This recognises the hard work of the team and the expertise in project management that our partner organisations are benefiting from”.



Printing costs reduced by up to 31% at North Mersey Trusts

PretonSaver is a printer management software package, designed to maximise an organisation’s printing and toner capabilities and thus reduce printing cost.

The HIS has successfully managed the deployment of PretonSaver at three North Mersey NHS Trusts. The Walton Centre was first to go-live in August 2007, followed by Mersey Care NHS Trust and the Royal Liverpool Children’s Hospital NHS Trust in January 2008.

% savings on print cartridges	
Mersey Care	- 31%
Royal Liverpool Children’s Hospital	- 28.5%
The Walton Centre	- 25%

Mike Lynch, Head of Information at The Walton Centre is pleased with the result.

“Preton software is realising significant savings for the Trust on our cartridge costs, and the users have seen no degradation in print quality. The implementation was so smooth, the users were unaware of when the change took place.”

The HIS is now managing a pilot of PretonSaver at Aintree University Hospitals NHS Trust, and working with The Cardiothoracic Centre to develop a deployment plan.

Working for you 24 / 7

The HIS Service Desk based in Wavertree Technology Park provides a 24/7 service to the Royal Liverpool & Broadgreen University Hospitals NHS Trust, The Cardiothoracic Centre and the Royal Liverpool Children’s NHS Trust. The desk also provides an out-of-hours service to Aintree University Hospitals NHS Trust and the Walton Centre.

Sharron Dyce, PACS Manager at the Royal Liverpool Hospital, appreciates the value of the 24/7 service desk. “Having out-of hours support for critical systems means I can log jobs at any time and feel confident that they will be addressed quickly and efficiently”.

Though they may not realise it, all IT users in these five organisations benefit from the 24/7 service desk. Staff working at night and weekends are often involved in rolling out new software and carrying out systems administration tasks, which, if carried out during normal working hours, would impact upon systems. To minimise inconvenience for users, they also deal with many low priority incidents outside of normal working hours.



Who is your HIS Relationship Manager?

Relationship management is a key priority for the HIS. Our Relationship Managers adopt a consultancy role, managing, developing, and maintaining relationships between the HIS and its Partner Organisations. In so doing, they ensure that the HIS has a clear understanding of our Partner Organisation's business objectives and how IM&T can support the delivery of these.

Relationship Managers monitor the delivery of Service Level Agreements (SLAs), and ensure that high standards of service are maintained. They also commission projects and programmes on behalf of Partner Organisations and work with HIS Service Managers to ensure that these are effectively delivered.

Look out for regular updates from your Relationship Manager telling you what the HIS is delivering for your Trust.



Sarah Barr

Responsible for:

- Liverpool Primary Care Trust
- Royal Liverpool Children's Hospital NHS Trust



Andrew Brown

Responsible for:

- The Cardiothoracic Centre
- Royal Liverpool and Broadgreen University Hospitals NHS Trust



Justin Griffiths

Responsible for:

- The Walton Centre for Neurology and Neurosurgery
- Mersey Care NHS Trust



John Llewellyn

Responsible for:

- Aintree University Hospital NHS Foundation Trust
- Sefton Primary Care Trust

Major review of HIS service delivery completed

A major review of the way HIS services are delivered has recently been completed and under the leadership of newly appointed Director Bill Morrison, the process of migrating to a new integrated structure is moving forward. A new management structure is already in place at Senior Management and Operational Management levels, and the remainder of the restructure will be completed over the coming months. Throughout this process the focus will remain on the continuous improvement of HIS services.

To make contact with your Relationship Manager, or for more information about the North Mersey HIS, please contact:-

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