

North East Cluster

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NHS Update

Campaign Hits The Road

A series of national roadshows highlighting the benefits of the NHS Care Record Service will begin in the North East Cluster (NEC) on 3 October.

The road show trailer, which is equipped with interactive displays, a patient information video, patient information leaflets and will have experts on hand to answer questions, will be in

Newcastle's Haymarket for two days before moving on to Leeds, Hull and Sheffield.

The trailer will visit 20 sites across England before 8 December.

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Case Studies Update

The latest developments of the North East Cluster case studies library are underway and will include new case studies for the single assessment process, electronic prescription service and Community and Child Health primary care systems.

These new additions will feature on the NEC website in the future alongside a number of existing case studies that are already available to access. All of which focus on the positive experiences of clinicians and staff from the NHS and social care with the various aspects of the NHS Connecting for Health's National Programme for IT.

To date, there have been features on Choose and Book, Single Assessment Process, GP primary care and the emergency care solution. All case studies can be accessed via the following link: http://nww.connectingforhealth.nhs.uk/regions/north/necomms/commsandstakeengage/case_stud

If you would like your project to feature in a case study, contact Lee Hunter at lee.hunter@cfh.nhs.uk



EPS case study contributor, Carole Fletcher, practice manager for Dr K Collett & Partners.



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Staffing for the roadshows is expected to come from Porter Novelli and local clinicians who will be available to talk to patients and the media throughout both days. The cluster are working in partnership with the NEC clinical advisory group and the NEC expert reference groups to find appropriate clinicians.

Attracting local media interests will be key to the roadshow's success in spreading the word about how the NHS CRS can improve health and social care. Strategic health authorities have been asked to support Porter Novelli in establishing the media engagement links.

New NHS Chief Executive

It has been announced that David Nicholson, currently the chief executive of NHS London and former chief executive of Birmingham and the Black Country Strategic Health Authority will take up the post of NHS chief executive at the Department of Health from September.

First Chief Clinical Officer

Richard Granger recently announced Professor Michael Thick as NHS Connecting for Health's (CFH) first chief clinical officer.

"This is an important new role and Michael's chief responsibility will be to make sure that improving the quality and safety of patient care continues to be at the heart of all aspects of NHS CFH's work.

"He will have formal responsibility for the clinical governance of NHS CFH and he will provide the professional supervision of our employed clinicians."

Map of Medicine

The consultation programme for Lorenzo 3.5 is now underway, with broad NHS involvement high on the agenda.

The system - which will form the basis of the whole electronic care record - is being progressed by the North East, East of England and East Midlands, and North West and West Midlands clusters.

The development of the acute system will be incremental with the first two stages focusing on patient administration system (PAS) functionality; increments three to six focusing on the clinical record; and increment seven left free to address any remaining issues.

In an effort for consultation and development to be done hand in hand, the local service provider (LSP) Accenture requested 18-20 representatives from each cluster's health communities for consultation workshops that begin soon.

According to Brenda Mostyn, the North East Cluster's new head of Requirements and Process Design, one of the challenges is getting the right level of representation and input from the NHS at a time when the service is under so much pressure. "We're obviously doing our best to make sure that there is broad NHS involvement - the Expert Reference Groups (ERG) will be an important part of this.

"But we think we need to go further to ensure that all care settings, disciplines and skills are represented - it's not just about numbers, it's about capturing the full range of expertise that the NHS and social care has to offer."

As a start, the cluster asked for strategic health authorities and trusts to nominate individuals across all PAS related disciplines to take part in a cluster-led workshop in Leeds.

An engaging event

The national Choice and Choose and Book team recently held an event to help support local teams in delivering their communications and stakeholder engagement plans.

The workshops combined presentations from the National Choice and Choose and Book team, breakout sessions, workshops and case studies. Steve Goodwin, communications lead for Choose and Book organised the event in partnership with colleagues from NHS CFH and the Department of Health.

Steve said: "Given the current challenges that everyone in the NHS is facing and the sheer volume of people's work load, I was impressed by the number of delegates who made it to Leeds Town Hall. Eighty four delegates came to participate in the day and I'd like to thank all those involved.



Jo Bland offers her insight to the audience.

"It was important for us to make the day as pro-active as possible. Registered delegates were asked to complete a pre-workshop questionnaire. Over 30 percent of delegates responded which allowed us to design the day based on their feedback. Key themes that emerged from the questionnaire were that people wanted to network and learn from colleagues what solutions or tactics had worked well in overcoming some of the challenges in delivering Choice and Choose and Book locally.

"It was great to learn about the experiences of the North Lincolnshire Health Community in communicating Choice and Choose and Book. Their case study represented a holistic approach to stakeholder engagement across primary and secondary care involving North Lincolnshire and Goole Hospitals NHS Trust, North Lincolnshire Primary Care Trust and North East Lincolnshire Primary Care Trust. This provided some valuable context to the day and complemented some of the themes that emerged from the workshops.

"Informal feedback from colleagues at the event suggested it was a success. Feedback back from the day and presentations will shortly be posted on the Choose and Book website along with an action plan on what we will be doing to support local teams across the cluster over the coming months. We will be sending all delegates who attended the event an email to let them now when this information is available."

Healthy growth prescribed

The Electronic Prescription Service (EPS) is being rapidly deployed in the North East Cluster. Latest figures show that 100 community pharmacies are now able to operate the system, with 1600 pharmacists registered for smart-cards to use when their systems are ready. In addition, 200 general practices are now operational and to date 750,000 ePrescriptions have been generated.

Andy Williams, ETP Implementation Manager said: "I like to thanks the primary care trusts for their continued work in registering pharmacists for smart-cards, assisting in the enablement process for GP practices and recording business go-lives on the tracking database."

You can also now receive alerts for updates to the EPS website by visiting www.cfh.nhs.uk/eps/signup

For support on implementation and any queries, contact Andy Williams on 07920 535350 or andrew.williams@cfh.nhs.uk

Minister announces taskforce for electronic records

Lord Warner recently confirmed the arrangements for the NHS Summary Care Record taskforce.

It will be chaired by Harry Cayton, the Department of Health's national director for patients and the public. Members will include the chair of the BMA, the chair of the Royal College of GPs, the general secretary of the Royal College of Nurses, the president of the College of Emergency Medicine and representatives of patients.

The taskforce will identify and look at the concerns of patients and the clinical profession about the creation of the summary care record. It will resolve issues in ways that are practical and benefit patients and the NHS. In conjunction with NHS Connecting for Health, it will draw up an agreed plan for the implementation of the nationally available summary record. At the end of November it will report to Ministers.

The first phases of the NHS Care Records Service will

be introduced in a small number of locations from early 2007. The experience from those early sites will be evaluated with wider roll out during 2008.

Health Minister Lord Warner said: "The recent National Audit Office report on the NHS National Programme for Information Technology confirmed that it is much needed, well managed and can bring great benefits to the NHS and patients. Now, we need to crack on with getting the NHS Care Records Service up and running next year. The taskforce has wide representation and its members are well placed to resolve outstanding issues.

"The NHS CRS will bring benefits from the moment it's in place and we owe it to patients to do this as soon as possible. I am confident that, with support from the clinical community, NHS Connecting for Health can and will deliver this valuable service."

Choose and Book Milestone

Momentum continues to build with the roll-out of Choose and Book. In the North East Cluster, the latest figures show that across the two strategic health authorities (SHAs) a total of 132,959 bookings have been made by 926 practices. Yorkshire and the Humber SHA has a total of 71,473 bookings and the North East SHA has 61,486.

Over 750,000 bookings have been made nationally using Choose and Book and at the beginning of July it was being used to manage over 20 percent of total NHS referral activity from GP surgeries to outpatient appointments. One hundred percent of acute trusts in England are now live with Choose and Book and over 75 percent of GP practices have used the service.

On 10 July 2006 the number of bookings made in a single day was 10,638. This is the highest number of bookings made in a single day to date and compares to an average of about 6,000 per day at the beginning of May and 2,000 per day at the end of January.

The North East Cluster Extranet - What would you like to see?

How often do you look at the North East Cluster (NEC) Extranet? This is your chance to tell the NEC communications team what you would really like to see on the extranet and how you think it could be improved.

The team are looking for ideas and suggestions.

- What would you like to see on the extranet?
- What would make you look at the extranet more often?
- What do you think is currently good about the extranet, and what is not so good?
- Do you have any news stories or press releases which you would like to share with others on the extranet?

The NEC has already started updating the extranet and will be receiving information from the national web team on the number of hits.

If you would like to make any suggestions, or have any news stories for the extranet, contact Angela Baines at angela.baines@cfh.nhs.uk

<http://nwww.projects.connectingforhealth.nhs.uk/necomms/>

New Royal College of Nursing leaflet



NHS Connecting for Health's national clinical lead for nursing Susan Osborne has welcomed a new leaflet published by the Royal College of Nursing.

"Putting information at the heart of nursing care aims to encourage nurses to

be more involved with new computer systems and services in the NHS. It explains how these will change the practice of every nurse, health visitor, midwife and health care assistant," Susan said.

"Information technology has become part of our everyday life - from cash machines, to digital TV, to shopping online or downloading music. IT is also becoming central to nursing practice, so it's important for nurses to learn new skills and help develop the systems and services which they will use.

"I hope all nurses will read the new leaflet and follow the royal college's suggestions for making sure their voice is heard when decisions are made about IT."

A copy of the leaflet can be accessed via:
www.rcn.org.uk/publications/pdf/e_health.pdf

NHS IM&T Investment Survey 2006

The annual *NHS IM&T Investment Survey* has been distributed to strategic health authorities (SHAs).

The 2006 survey is the fifth national survey on IT investment within the NHS. The information collected has established a useful shared resource for local and national implementation planning and monitoring. Participation has always been high. Ninety six percent of NHS organisations took part in 2005.

The survey collects detailed information on how local IT budgets are spent on staff, services and equipment. This year's exercise will cover both revenue and capital IT expenditure. It will capture actual spend for the 2005/06 financial year and estimated spend for 2006/07. [Information packs](#) containing data and analyses from the 2005 survey are now available.

Directors of finance, in conjunction with chief information officers, are organising the collection, checking and collation of returns for each statutory organisation within the SHA area, including those NHS Foundation Trusts wishing to participate and the SHA itself.

The deadline for SHAs to respond to the survey is 29 September 2006. Full results and analysis from the 2006 survey are expected to be published in December. SHA directors of finance and chief information officers should check that they have received the survey request and accompanying guidance. If not please contact Pete Dunn on 0113 280 6405 or email: nffitbaseline2006@dh.gsi.gov.uk

Public Accounts Committee hearing

The House of Commons Public Accounts Committee (PAC) recently held a hearing into the National Programme for IT. This was a routine hearing following the publication of the National Audit Office (NAO) report into the Programme.

At the hearing, Sir Ian Carruthers, acting Chief Executive NHS, Richard Granger, director general of NHS IT, Richard Jeavons, director of service implementation, Dr Gillian Braunold, national clinical lead, Dr Mark Davies, clinical lead for Choose and Book and Sir Muir Gray, director of

knowledge, process and safety appeared as witnesses, answering a series of wide-ranging questions about the programme.

The PAC also called Professor Peter Hutton and Dr Anthony Nolan as witnesses. The committee's questions for these two witnesses focused largely on their views about the arrangements for clinical engagement during the early stages of the programme. The committee will now consider the evidence it heard, the NAO report and other material and will produce its own report into the programme.

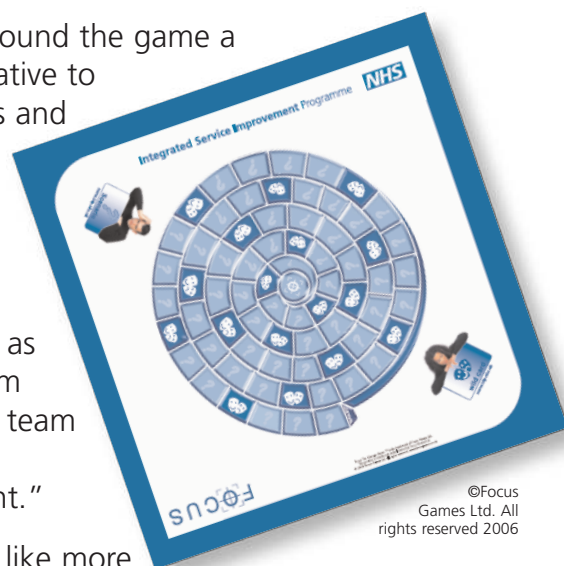
Take the “Table-Top” Challenge

A board game has been developed to promote engagement in NHS Connecting for Health (NHS CFH).

The board game which aims to use scenarios that help both clinical and non clinical staff, encouraging players to talk through some key issues and improve understanding of how the programme affects them and their patients.

Maria Scott, clinical benefits advisor for NHS CFH said: “So far, the game has been tested with over 350 NHS staff from a range of backgrounds from clinical, administrative to managerial, in a wide variety of settings. Feedback from these sessions has allowed the team to improve the scenarios to more closely mirror the needs of frontline staff.

“Staff have found the game a useful alternative to presentations and documents, and have enjoyed the team spirit it encourages. It works well as part of a team building day, team meeting or a learning event.”



If you would like more information about the game contact Maria Scott at maria.scott@cfh.nhs.uk

Useful contacts and links

In the cluster...

North East Cluster extranet

<http://www.connectingforhealth.nhs.uk/regions/north>

In the SHAs...

North East SHA

www.northeast.nhs.uk

Yorkshire and the Humber SHA

www.yorksandhumber.nhs.uk

National...

NHS Connecting for Health

www.connectingforhealth.nhs.uk

Local Service Provider (LSP) - Accenture

For information about LSP solutions or to arrange a demonstration, contact:

Email: nhs.primarycare@accenture.com

Web: www.accentureprimarycare.com

Accenture have a range of marketing materials available via their website including key benefits brochures for products such as Map of Medicine and GP.

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