

Director's message:***The brakes are off!***

The last year has been frustrating from a National Programme systems perspective for both Trusts and Apira alike. The continuing uncertainty around the Contract Reset process in the Southern Cluster brought all new developments to a halt, while the Acute sector in London was affected by issues experienced by The Royal Free and Bart's & The London.

The signing of the contract between BT and CfH on March 31st should kick start the programme, beginning with the creation of the Data Centre for the transfer of the existing Live Cerner deployments, as well as Trust engagement for sites requesting RiO and the transfer of 7 of the Live 8 sites to the London LC1+ version of the Millennium product.

Apira has been building on its existing capability for both RiO and Millennium and hopes to add value wherever possible to Trust deployments over the coming period.

This will be a challenging time for Trusts, as BT's suggested Trust Project Team membership is a pre-requisite for their engagement, but there will almost certainly be a shortage of quality personnel with the relevant RiO or Millennium experience.

Let us hope that now the programme is being allowed to move forward, confidence in it will grow as more outcomes and successes are achieved over the coming year.

Best Regards

Mark Jones
Managing Director

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Spring Newsletter



Issue 4

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Apira Project News

RiO deployment in the South on the increase....

Now the BT contract has been signed, 25 Trusts in the south are now planning their RiO deployments. Here are some of the Trusts we are currently working alongside:

- West London Mental Health NHS Trust
- Bromley Primary Care Trust
- 2gether NHS Foundation Trust
- Dorset Healthcare NHS Foundation Trust
- Surrey & Borders Partnership Trust
- Hounslow Primary Care Trust

No company has had more experience of RiO than Apira (**10 Projects**) and owing to the significant number of engagements we have had in this area we have now formed an internal team we call the "**Apira Rio Team**" or **ART** for short to cope with this demand.

This group contains RiO specific expertise covering:

- Project Management
- Data Migration
- Training
- Change Management
- Information Management
- Access Control

IG Expansion

We are delighted to announce that **David Stone** has accepted the position of **Head of Information Governance** with Apira. David is well known to the NHS Information Governance community through his work with Connecting for Health and has spent the last two years supporting organisations across the country in relation to:

- the Information Governance Toolkit (IGT)
- the IG Statement of Compliance (IGSOC)
- providing Senior Information Risk Owner (SIRO) Training

His appointment further strengthens our experienced and knowledgeable IG team at Apira including **Dr Colin Fincham** (GP and Law), **Philip Brown** (Ex Trust Chief Executive) and **David Birkinshaw** (Primary Care IG).

The Information Governance agenda is increasingly high profile and we are looking to ensure we can offer the support that Trusts need to satisfy their obligations.

Contact Colin (colin.fincham@apira.co.uk) or David (david.stone@apira.co.uk) if you wish to discuss your own IG requirements.

Sexual Health

Sexual health and teenage pregnancy continues to occupy a high media profile as recent statistics suggest targets are likely to be missed.

Recently we have been assisting local communities with IT agendas determining the best way forward to exploit existing systems and the best response to NPfIT.

We have also been involved in reviews of primary care provision as PCTs look to expand the range of choices for different target groups using new commissioning routes such as Practice Based Commissioning.

For more information on this please contact Geoff Broome on 07831 502 138.

The Business Case for Document Management...?

As technology continues to advance and become cheaper, the Document Management agenda has re-emerged and now has the potential to deliver significant cost savings. However, while perceived as important, Document Management struggles to rise to the top of Trust developmental priorities.

With this in mind, Apira have been offering a low priced 10 Day Consultancy Pack, the outcome of which is a Business Case on the feasibility of Document Management within the Trust. This outlines the key areas that may benefit from Document Management and possible cost savings. Recent Business Cases we have done highlight the following key benefit areas:

- Infection Control improvements as notes are removed as a potential transmission method
- Faster, better clinical decision making as notes are retrieved and reviewed more quickly and easily
- Space saving, potentially enabling
 - co-location of all medical records
 - additional services to be provided (generating income)
- Better information sharing (of notes content) with primary care, supporting potential
 - reduction in readmission rates
 - reduction in unnecessary access to secondary care or diagnostic tests
 - faster access when the need for secondary care is clear
- Potential access to sources of business intelligence (via analysis of notes) and ability to support research projects
- Document Management will greatly assist the Trust in obtaining Level 3 of requirement 601 of the Information Governance Toolkit

Taken together these benefits have the potential to reduce length of stay and increase the margin achieved on particular service lines.

We are running a free seminar on **Thursday May 14th** specifically on this agenda, please speak to Geoff Broome on 07831 502 138 for details.

Healthcare News

David Nicholson Tender

The Department of Health recently announced a further tender for alternatives to iSoft & Cerner as an "insurance".

We believe Trusts will welcome this development provided it ends up yielding genuine increased choice, a much needed competitive dynamic and does not slow down the local delivery of fit for purpose solutions.

Information Governance Toolkit version 7 to be released for 1st July

The Department of Health policy for monitoring NHS care provider's Information Governance standards has changed for 2009-2010.

This year, organisations are asked to populate the toolkit base-lining with V.6 data as soon as possible after the July release of version 7. They must then update their scores twice, at 31 October 2009 and 31 January 2010, before the final submission by 31 March 2010. Strategic Health Authorities (SHAs) will assess interim scores, and should be asking Trusts for assurances to address any shortfalls in achieving level 2 in all 25 'key' requirements.

Organisations completing IGT for the first time, and those not performance managed by SHAs, will have a different monitoring regime, although it remains the responsibility of PCT Commissioners to 'ensure all organisations from which care is commissioned are brought within the NHS Information Governance Assurance Framework'¹.

We believe quarterly updates will place additional pressure on organisations, not only to embed Information Governance as a regular and ongoing review cycle for the whole organisation, but to move away from what may have been an annual and reactive process in the build up to year end, towards real cultural change.

¹ Annex 1, Informatics Planning Guidance supplement to NHS Operating Framework 2009-2010.

Outsourcing and Shared Services

The Operating Framework for 2009-2010 refers to the use of shared services as part of the NHS contribution to the national Operating Efficiency Programme. However, it did not list IT services as an example of an area that may benefit from this approach.

Our work for Trusts who are users of shared services has been focussed on improving the value from these arrangements. This is achieved via more effective service level agreements and developing associated approaches to performance management.

In some circumstances Trusts have decided to withdraw and outsource an existing service. This has led to procurement projects which require a detailed approach to requirement specification and careful management of contract negotiations.

One further development is also resulting in further reasons for reviewing the IT agenda in PCT's. The creation of a large number of new Autonomous Provider Organisations (APOs) is creating issues regarding the future placement of IT services i.e. with the commissioner arm or the APO, or other options?

In all these cases, we believe there is no single model that is applicable to all scenarios in the NHS, but that securing a high quality value for money service is becoming increasingly a must do for all Trusts.

Mental Health Payment by Results

Nationally the application of Payment by Results in Mental Health has been painfully slow in coming to fruition. However, there does now seem to be light at the end of the tunnel and with David Nicholson's backing, the project should now move forward.

That said there are still some significant steps remaining before this can be implemented in RiO and other National Programme solutions.

These include:

- Finalising the Data Set Change Notice (DSCN) which will then be used as a basis for amendment to systems (not expected until late 2009)
- Publication of the "grouper" technology which supports the allocation of clusters from the HoNOS+ scores
- Getting the full functionality built into RiO (and other solutions) and deployed

Once all this is done Trusts will need to train staff and develop the data warehouses that are to be used to report the clusters and (when available) apply the national tariffs.

This agenda has some way to go but it is vital to the sustainable development of Mental Health services.

Did you know?.....**How seriously does the NHS take men's health?**

A pioneering initiative to offer medical check-ups to fans at Premiership Football Grounds has been launched recently.

The idea is to bring health services to men who may feel more comfortable having a check-up at a sports ground than they would using traditional health services such as a GP's surgery.

This is the idea behind the new scheme launched by Professor Alan White who is determined to make a difference in this area of health-care.

Thanks to his efforts things are changing for the better, and the Premier League is now in partnership with Primary Care Trusts across the country as they launch this groundbreaking nationwide scheme.

Corporate Social Responsibility...

*Apira are pleased to be sponsoring Consultant **David Birkinshaw** in the **2009 Flora London Marathon** on Sunday 26th April. David is running for the **Ron Pickering Memorial Fund**, which provides grants to young athletes in full time education in the hope that they will continue in sport and realise their full potential. You can read more about them at www.rpmf.org.uk*

I am sure you will join us in wishing him well!

New Apira Team Members

Dr Alan Brown - Managing Consultant

Alan joined Apira in October 2008 from West London Mental Health NHS Trust as a Managing Consultant.

An award-winning CIO with 18 years experience in business focussed IT service delivery ranging from blue chip, start up and public sector companies in the healthcare and manufacturing industries. Culminating in the position of Director of IM&T at one of the largest Mental Health Trusts in the country.

Sastry Srinivasa - Head of Technical Services

As Head of Technical Services, Sastry comes to us with 7 years of Healthcare IT experience.

Working as a Technical Design Authority, Sastry was the Data Migration Lead for the Milton Keynes and Bucks Hospitals CRS projects. The latter achieving the lowest "out of slots" figure of any Millennium CRS deployment.

Chris Winter - Associate Consultant

Recognised and well regarded in London RiO circles, having project managed the Southwark PCT V4 and V5 deployments, Chris is now an integral part of our RiO team.

Seth Frempong - Associate Consultant

Seth has over 15 years clinical and managerial experience in both the private and public sectors, focussing on his strengths which are Business Transformation and IT Deployment Project Management.

Kerry Hargreaves - Associate Consultant

Kerry has worked in the NHS for 7 years, with her most recent role being the Transformation Lead for the implementation of RiO at Camden & Islington NHS Foundation Trust.

David Birkinshaw - Consultant

David joined us as a Consultant from Bromley PCT. David has worked for the NHS for 6 years and has gained extensive knowledge and experience of Information Governance and Software Deployment. He previously worked for EMIS as a Primary Care Development Manager.

Beverley Cooke - Administrator

Beverley joined us in summer 2008 as our Administrator. She has previous experience as an Administrator/PA and provides our growing team with the administrative/accounting support needed to ensure the smooth running of our office.

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