

NHS – HOW TECHNOLOGY IS TRANSFORMING A NATIONAL INSTITUTION

Extract from CSC's MCA submission 2008



INGENIOUS

The CSC Stakeholder Engagement Model embodies an innovative approach to solution development and acceptance, by involving key stakeholders at an early stage in the design.

PURPOSEFUL

CSC has transformed the way patient information is accessed, used and shared across the NHS.

PASSIONATE

The CSC Alliance successfully designed and deployed key systems in an intensely busy environment that operated 24/7, without impacting business as usual.

“CSC and its Alliance Partners have shown that this programme is as much about engagement and managing change as it is about the delivery of the systems. The combination of CSC's experience of delivering complex, long-term projects coupled with their understanding of sourcing the best companies in their field to partner with them, has helped establish CSC as a prime delivery agent for the National Programme for IT.”

Gordon Hextall,
Chief Operating Office for
NHS Connecting for Health

It is one of the biggest IT delivery programmes in terms of rapidity and scale in the UK, if not the world, and although nominally viewed as being delivered to a homogenous organisation (the NHS), it is in fact being delivered to over 500 NHS statutory bodies each with their own boards and complex reporting requirements. It was obvious from the start that delivering the NHS National Programme for IT (NPfIT) and in particular, the NHS Care Records Service was going to need stringent planning, strong engagement and incredible flexibility.

For an organisation like CSC with a strong heritage of implementing large scale, complex and vital programmes to governments around the globe, this programme was seen as a challenge, but one that CSC were confident they could meet.

Four years into this 10 year, £12 billion programme, CSC has delivered more than double the systems to NHS organisations than any of the other IT providers contracted to this programme. CSC achieved this success by developing firstly, a partnership approach, which brought together a number of key companies regarded as leaders in their field to form the CSC Alliance; and, secondly, by bringing their own robust systems integration and project management excellence to drive the programme forward.

THE CLIENT'S CHALLENGE

In March 2002 only three per cent of NHS Trusts had electronic patient records, just 14 per cent had digital X-ray systems and many of the NHS's 1.3 million staff had little or no access to computers. There were pockets of technical excellence but these were mostly stand alone systems that had no means of sharing patient data between hospitals or GP practices. It was rare for NHS organisations to have a current or complete picture of the care a patient was receiving.

It was later that year that the NPfIT was established to support the delivery of world class patient care and services. At the heart of the programme was the NHS Care Records

Service, which could connect 30,000 GPs in England to almost 300 hospitals electronically and give patients access to their personal healthcare information, transforming the way the NHS works. The NHS wanted to improve patient access, increase patient choice, reduce waiting times, lengths of stay and improve clinical safety. The programme had to change working practices and deliver the benefits for the reform of the NHS through the intelligent application of IT, this was the challenge set for the CSC Alliance.

CSC SOLUTION

The CSC Alliance's approach to delivering the integrated Care Record Service was designed to unlock the potential benefits of IT in a way that respects patient confidentiality, addresses the priorities of healthcare professionals and ensures efficient management.

Working in partnership with healthcare trusts, both individually and across the local health economy, a unique IT enabled roadmap was devised. The roadmap would enable organisations to meet their local priorities by choosing from a range of healthcare offerings from the CSC portfolio.

The CSC Alliance are well known for developing innovative yet enduring partnerships that deliver sustainable business value over the long term. A key strategy was to work with NHS professionals within each of the six NHS Strategic Health Authorities, to achieve joint objectives.



Shortlisted,
MCA Management Awards,
Technology category



To date, the CSC Alliance has deployed systems widely to NHS organisations across the North, Midlands and East of England. These deployments include 24 surgical interventions, 28 patient administration and clinical systems in acute settings, 89 community systems, nearly 650 GP systems, and the majority of the digital X-ray systems within their remit. The NPfIT was seen as a transformation programme and not just an IT programme. The partnership approach has helped to “keep the faith” with the long term vision of a fully integrated electronic patient information system. This programme has brought together professionals from both the CSC Alliance and the NHS to ensure a full contribution across key disciplines. Collaborative, open reviews leading to resolution and final agreement between the client and consultant is an approach which the NHS comments on favorably time after time.

BUSINESS RESULTS

The CSC Alliance is now in the fourth year of this 10 year transformation programme and already the NHS is reaping benefits.

The CSC Alliance has successfully improved efficiency and reduced costs. Previously clinicians would need to ring around the wards to find a free bed for their patients.

At Lancashire Care NHS Trust all of this information is now available on a centralised system, saving time for staff and improving patient care. This has also resulted in significant cost savings at North Lincolnshire Primary Trust.

The East of England Ambulance Trust can now send patient information ahead to A&E clinicians when they are attending a 999 call. When the patient arrives the clinicians already know the patient’s medical history and the nature of the emergency incident, dramatically improving patient care. It also cuts out duplication of effort in writing up and updating patient records and reduces the likelihood of human error. As a result records are far more accurate and can provide a comprehensive view of the situation faster and more effectively.

Furthermore, the move from paper based filing to electronic records is far securer and NHS has seen a significant reduction in lost records.

Patients have also benefited from improved patient safety and reduced waiting times; at Countess of Chester Hospital waiting times for clinical appointments have been reduced to just two weeks in Radiology.

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