

REALISING THE BENEFITS: THE CSC GP SOLUTION

Lord Street Surgery



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**Shana Begum,
Practice Manager**

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Dr Kumar, Lead GP

SITUATION

Lord Street Surgery in Halifax was the first practice in NHS Calderdale to move to SystemOne, CSC's integrated primary care solution. It was also one of the first to migrate from EMIS PCS Enterprise.

The lead GP, Dr Kumar, was already familiar with SystemOne: "As a locum in Bradford, I had worked with most clinical systems and found SystemOne very easy to use and liked the fact that lots of information is available on the screen at one time." On his recommendation, the practice approached the PCT and arranged a demonstration.

"NHS Calderdale has been promoting SystemOne as it is our strategic solution," says Lisa Hall, SystemOne Project Manager for NHS Calderdale. "We currently have several community services using SystemOne. As a PCT, we're trying to pull both the GP and Community projects together to ensure the maximum benefit for all involved."

MIGRATION

The data migration was managed by a joint team from the NHS and CSC. "The deployment went smoothly with only minor problems that were quickly resolved," says Dr Kumar. Practice Manager, Shana Begum shares this view: "I'd been through a data migration before, but this time it was different because the practice was far more involved."

The CSC Alliance has successfully managed over 600 migrations, including 40 migrations from EMIS PCS. It is a proven process, taking 16 weeks from the initial decision to go live. A dedicated project team is in place throughout the entire process.

The data is checked thoroughly by the practice, with support from the PCT and CSC. The practice is in full control of their data at all times. Any changes are re-checked and signed off by the practice before proceeding with the final migration.

BENEFITS

The biggest benefit to the practice has been the time savings: "We save approximately one minute per consultation," says Dr Kumar. "Saving that much time is improving patient care. You can pull up three or four patients at a time. It's a big advantage."

Community services, Child Health teams and Out Of Hours are all using SystemOne in the region enabling clinicians and patients to start benefiting from shared care. Dr Kumar: "Some community services in Calderdale are using SystemOne and we've seen information entered by them in the patient record. It's good - it means less paperwork and fewer phone calls. More information is available straight away without having to wait."

More practices in NHS Calderdale are now moving to SystemOne. This will enable further integration across the PCT, and more GP to GP transfers, which will ultimately lead to better care for local patients.

To discuss further or to arrange a demonstration:
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About the CSC Alliance

The CSC Alliance is responsible for the delivery of the NHS National Programme for IT across large parts of England. Leading the Alliance is CSC, specialists in delivering IT services and solutions across the globe, employing some 9,000 professionals in the UK, and 91,000 worldwide. The CSC Alliance also consists of a number of partners who are well known for developing innovative yet enduring partnerships that deliver sustainable business value over the long term.

About the Programme

The National Programme for IT was established by the NHS to support the delivery of world class patient care and services. At the heart of the programme is the NHS Care Records Service, providing an integrated electronic care record that will support an estimated 500,000 staff and over 25 million people across our regions, including over 4,000 general practitioner practices, 100 hospitals, 25 prisons and 20 ambulance trusts.