

NATIONAL HEALTH SERVICE (NHS) CONNECTING FOR HEALTH PROGRAMME



PROBLEM

Customers of the NHS have historically managed on paper. This means that where a patient travels away from the home of their record and requires healthcare services significant administrative delays can result which in the case of urgent and emergency treatment can lead to serious clinical issues. In order to overcome this problem the CfH programme was established to:

- Design, build and test new NHS Care Record Service (NCRS) applications; and
- Integrate NCRS systems to the national applications using the Data Spine and E-booking and E-Prescription services.

SOLUTION

CSC's solution enables NHS patients within the regions for which CSC is responsible to have an individual lifelong electronic care record, promoting seamless care for patients through physicians, hospitals and community services using:

- an electronic booking of clinician appointments and referrals
- Electronic transfer of prescriptions from clinicians to pharmacists; and
- a knowledge base of clinical interventions.

OPERATION

Applying CatalystSM and GPF processes and tools, CSC provides full applications support and maintenance services including integration and test services relating to interfacing to and integrating with new third party software releases from such companies as iSoft and BT.

RESULTS

The roll-out of systems across the healthcare network is still at an early stage but some key sites have already been implemented with encouraging results. For example, the University Hospital Birmingham Trust, one of the sites for which CSC is responsible, and one of the largest and most complex hospitals in the UK, has already noticed a big improvement in the integrity of data now available.

Before Connecting for Health, there was nothing to stop a patient administration system creating multiple identities for the same individual. When it changed to the new system, this one hospital alone found 30,000 duplicates among 750,000 records on its master-patient index. Now all records are matched in real time with a national database and are recorded against real, unambiguously identified, individuals.

The total contract value is in excess of £3Bn with systems development costs estimated to be in excess of £50m, and some 230 CSC staff are currently engaged in applications development within this programme.

CSC is at the forefront of deploying Connecting for Health to the NHS and has already rolled out the CSC solution to over 70 sites in the North West and West Midlands enabling doctors and clinicians to access the central records database.

As a result of CSC's performance, CSC was selected by the NHS to take over responsibility for two implementation "clusters" previously contracted to Accenture, meaning that CSC is now responsible for all English regions north of London.

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