



Informing Healthcare Stakeholder Update

New Director

A new Director started with Informing Healthcare in April. Dr Gwyn Thomas has joined the programme from his previous position as Chief Executive of the NHS Information Authority (NHSIA). Dr Thomas, originally from Treorchy South Wales, said: *"I am delighted to be returning to Wales to lead the Informing Healthcare Programme and to be able to help it to make a contribution towards improving patient care across the NHS in Wales."*

National Case

A national case has been written for the programme and has been agreed by the programme SIP Board. It is now in the final stages of approval. The document sets out the vision and direction for Informing Healthcare. It describes the Programme as being responsible for:

Supporting the Patient

Creation, development and maintenance of an Individual Health Record that is focused on the patient, records essential data in both free-text and structured form, and supports care by providing information to the patient and those who look after them when needed.

Supporting the Healthcare System

Delivery and maintenance of an integrated national technical network, applications and management architecture that provides value for money and supports the delivery of patient care by enabling information to be shared irrespective of organisational boundaries.

Supporting the Clinician and the Carer

Implementation of service improvements via a balanced portfolio of healthcare service improvement projects which provide patients, clinicians and carers with the tools, skills and knowledge to adopt best practice and derive optimum benefit.

Single Record – The Way Ahead

The project to develop the Single Integrated Electronic Health Record (The Single Record) is now concentrating on bringing early improvements to the Patient's healthcare journey in NHS Wales. The successful work of the project over the last year, which included detailed work from stakeholder Design Teams and Reference Groups has highlighted key areas of good practice. This is being used to define and highlight areas which can be progressed more rapidly through Service Improvement Projects, and can be used to deliver an Individual Health Record.

The Individual Health Record will be centred on patients rather than services. It will become available electronically to all those who need to see it, including carers and patients themselves. The record will contain basic information and will support the individual patient as they navigate their way through a healthcare environment that can be a complex experience.

More information on Service Improvement Projects and the Individual Health Record will be available on the newly-designed Informing Healthcare Website when it is launched at the beginning of June.

Informing Healthcare making a difference

Over the last year Informing Healthcare has provided new equipment, services and staff across the health service. Below gives an overview of some of the major achievements of Informing Healthcare so far....

Investment

During 2004/05 Informing Healthcare invested over £16.5m in equipment, services and staff to enable real improvements in healthcare. 77% of the funding was allocated through local organisations

Ensuring NHS Wales organisations are 'ready'

- Readiness work has been undertaken to ensure systems and processes are able to support new systems in the future - initiated in all Welsh NHS Trusts, Local Health Boards and associated health bodies, and supported by Project Managers recruited using Programme funds.
- The 15 Project Managers and 19 Support Staff are managing and overseeing projects within their organisations and are responsible for the implementation of Informing Healthcare locally.
- As part of Readiness; work has begun to rectify problems in the records infrastructure in Wales, including improvements in the unique electronic identification of patients across systems and the physical indexing and tracking of their paper records.

Improving ICT skills

- Seven million pounds is being invested over three years (2004-2007) to improve basic ICT skills.
- Under the 'Access to Learning' (A2L) project, all healthcare staff will eventually be trained in basic IT Skills. The internationally recognised European Computer Driving Licence (ECDL) is being successfully implemented as the skills standard for NHS Wales.
- Informing Healthcare has funded 35 additional IT trainers in NHS Trusts across Wales to take forward the ECDL work.
- A web-based training portal has been made available to allow healthcare staff to complete ECDL training on-line at a time and place convenient to them.
- An additional 2600 staff have been inducted so far on to the ECDL qualification since the initiation of the A2L Project.
- Nearly 6000 ECDL modules have been passed since the initiation of the A2L Project.
- In addition; assessment work is being undertaken to determine further needs and requirements for health informatics training via the Informing Healthcare Programme.

Improving access to ICT equipment

- Nearly five million pounds was distributed towards the end of 2004 by the 'Access to IT project' (A2IT).
- The new equipment included nearly 3000 Desktops and 200 laptops
- The project also enabled wireless pilots in several hospitals.
- Staff benefiting from the new equipment includes people who have previously been under served by A2IT, such as some Ambulance staff and Community Nurses.
- During 2005 the new equipment will make a noticeable difference to many areas of healthcare in Wales.
- The A2IT project has worked with the health service to establish which locations and sites need improved access to ICT.

Improving access to health information and resources

- 'Access to Knowledge' (A2K) Quick Wins Phase One was initiated on 1st March 2005.
- The Quick Wins Phase One, supported by IHC Procurement Team, has implemented a wide range of electronic evidence based resources across NHS Wales for use by clinicians. Full details are shown on the HOWIS news feed:
<http://howis.wales.nhs.uk/NewsDets.cfm?ContentID=6540>
- A2K Quick Wins Phase Two has begun, following recent training of six NHS knowledge/information specialists who now form a stakeholder review panel.
- Phase Two will include roll out of e-resources as part of a wider NHS England/Home Counties and HE joint procurement.
- A2K has now commissioned a *NHS Wales User Needs* study for e-evidence with Aberystwyth University, following a tendering exercise.

Infrastructure

- An assessment of the existing network infrastructure in NHS Wales has been completed.
- £5m was invested in 2004-05 to ensure the network infrastructure meets appropriate standards of security, reliability and resilience.
- Improvements include greater Network resilience and Network security, upgraded bandwidths and circuits to non-networked sites.

Launch of re-designed website

The newly designed website for Informing Healthcare is due to be launched at the beginning of June. Specific areas have been added to the site for healthcare staff and patients and carers, with the aim of informing and raising awareness of the programme work, as well as raising awareness of the benefits being produced by the programme. The site can be viewed on both the NHS Wales intranet and the internet at: <http://howis.wales.nhs.uk/ihc> and www.wales.nhs.uk/ihc. As the site grows and develops, more information and features will be added – ensuring everyone is kept well informed of the programme.

Stakeholders

In-line with the new website – the registration process for stakeholders is being streamlined to a simple on-line form. Quarterly briefings will be produced as a regular programme update to stakeholders. Forthcoming stakeholder and general events will be published on the Informing Healthcare website.

Further information

For more information on any of the above please contact the programme via: Informing.Healthcare@ihc.wales.nhs.uk or telephone: 01656 678100.