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Industry Liaison Manager

NHS Information Authority

"People of the same trade seldom meet together, even for merriment and diversion,



but the conversation ends in a conspiracy against the public."

Adam Smith, *The Wealth of Nations*

Adam Smith, professor at University of Glasgow – where I studied

Our Environment over a week!

- 1.4 million people will receive help in their home from the NHS
- 6.0 million people will visit their GPs
- More than 800,000 people will be treated in NHS hospital outpatient clinics
- 700,000 will visit a NHS dentist for a check-up
- NHS district nurses will make more than 700,000 visits
- Over 10,000 babies will be delivered by the NHS
- NHS ambulances will make over 50,000 emergency journeys
- NHS Direct nurses will receive around 25,000 calls from people seeking medical advice

And....

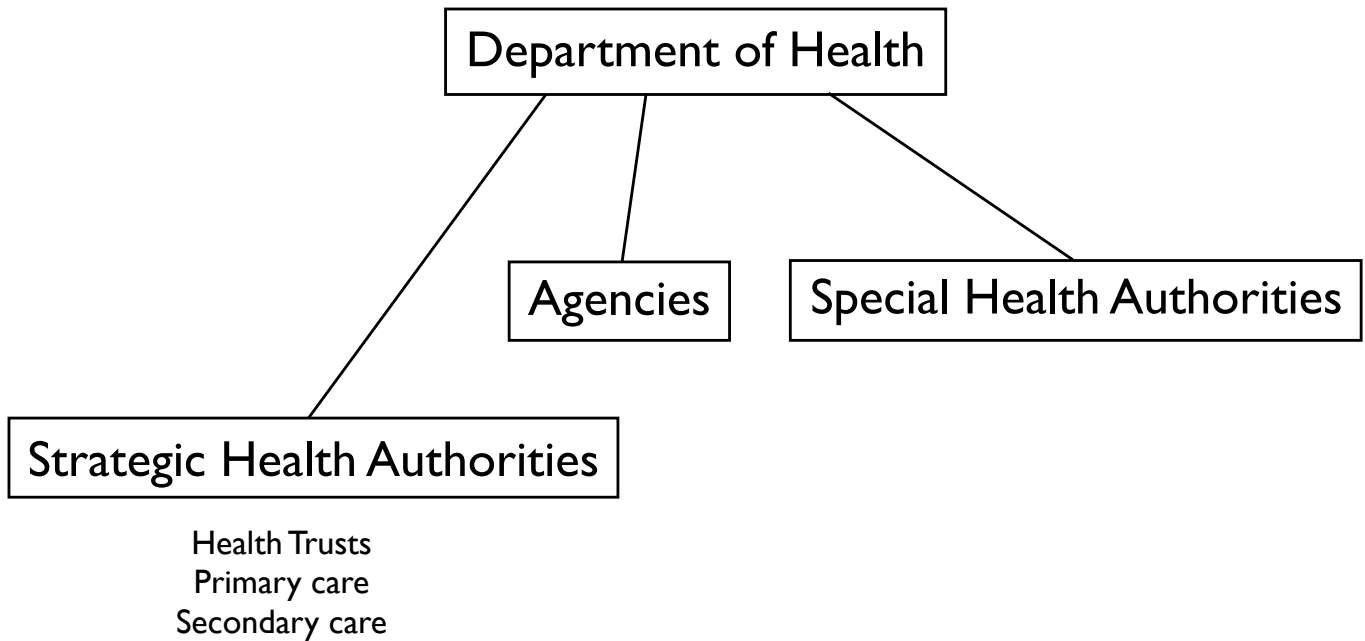
- Pharmacists will dispense approximately 8.5 million items on NHS prescriptions
- NHS surgeons will perform around 1,200 hip operations, 3,000 heart operations and 1,050 kidney operations.
- Labs and associated services will provide results on millions of tests.

This equates to roughly 3 Million critical processes per day. If totally supported by a single electronic records system, this would result in approximately 30 million new transactions per day on a 24 hour, 7 days a week basis.

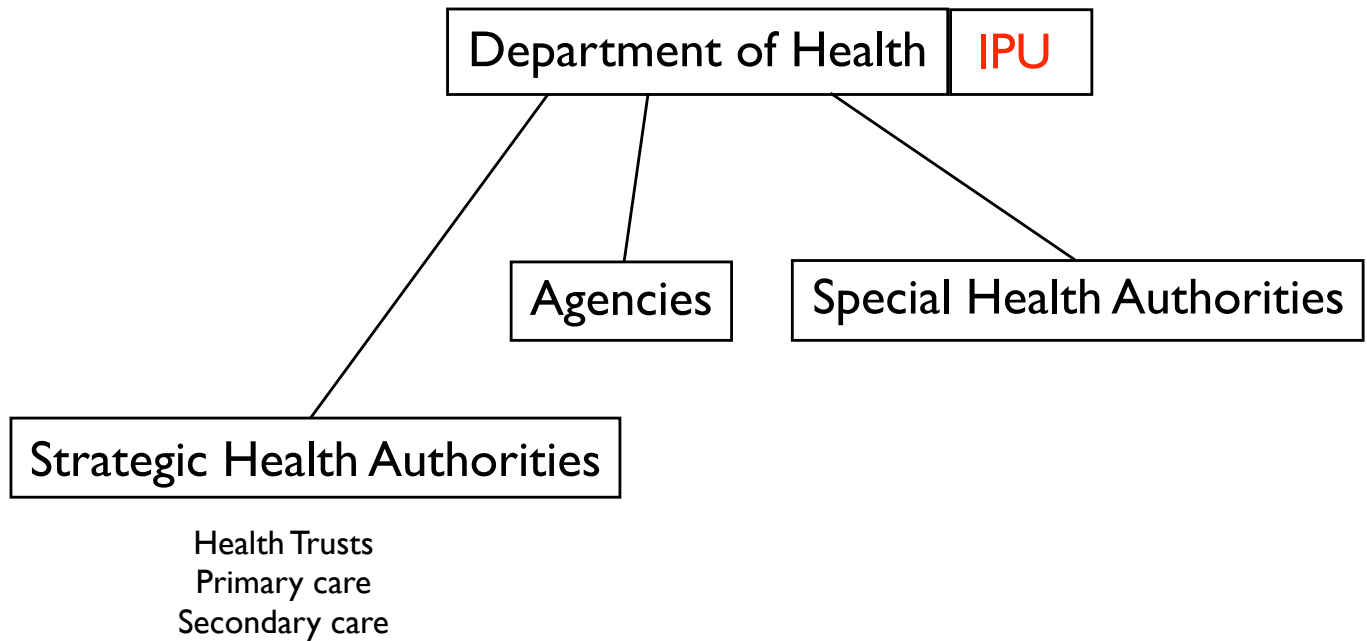
- Decades of chronic under investment.
- An appreciable loss of confidence in the ability of the NHS to implement IT successfully.
- A lack of unequivocal leadership commitment to making IT support patient care and improve services.
- And, the sheer difficulty of translating a national strategy into local implementation across a complex matrix of local organisations and patient centred services.

The beginning

- Strategy document “Information for Health”
- Written by Frank Burns, CEO of the Wirral Hospital in 1997/8
- Five year strategy to run from 2000 – 2005
- Available at <http://www.nhsia.nhs.uk/def/pages/info4health/contents.asp>
- or PDF from the Department of Health web site (<http://www.dh.gov.uk>)



NHS not a single organisation. All health authorities are separate legal entities. This makes a difficult market for companies to break into – where do they start?

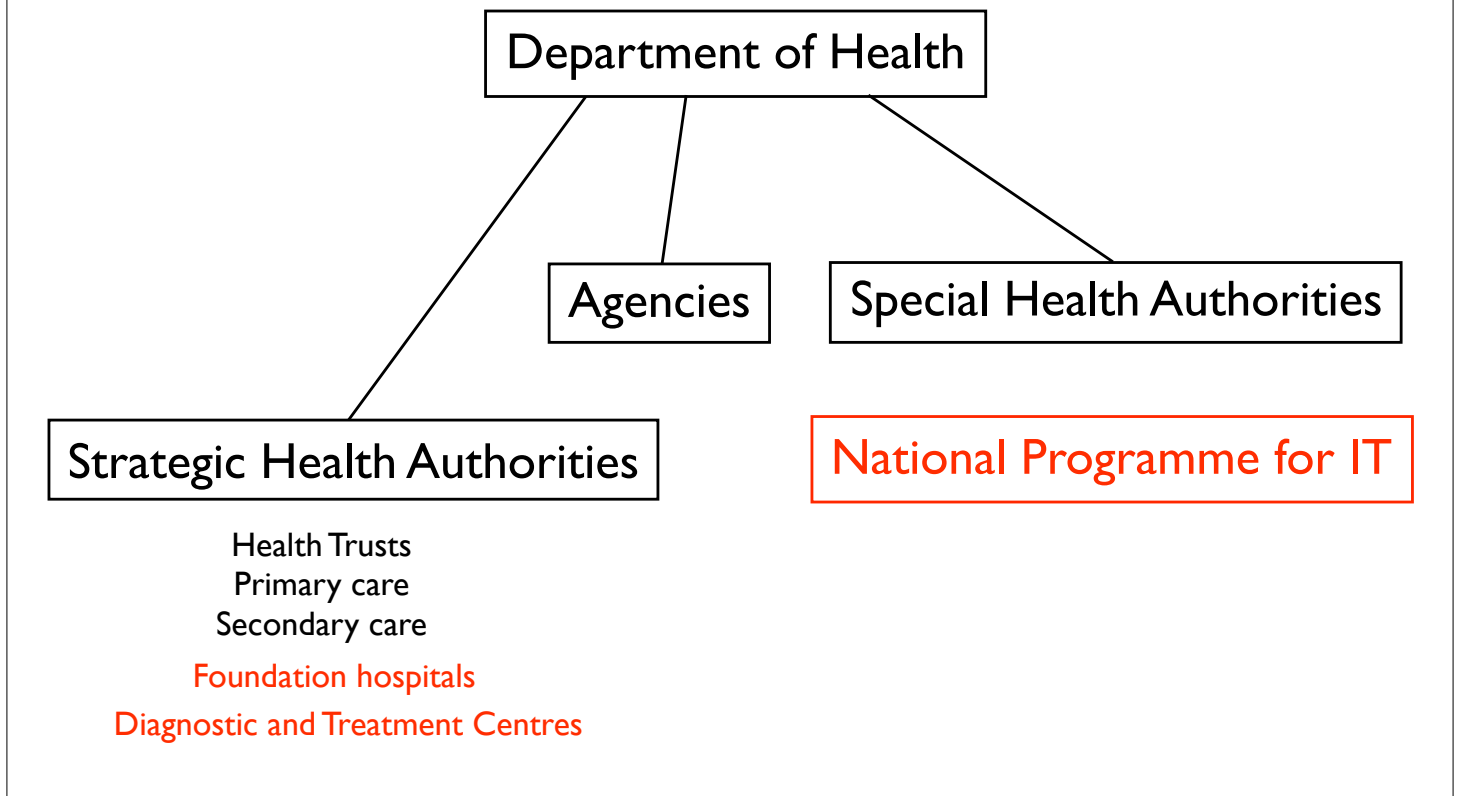


Frank Burns plan created the Information Policy Unit in the Department of Health and created the NHS Information Authority as a Special Health Authority.

National Programme for IT

Strategy “Information for Health” led to an overloaded market for patient information systems

“There will be more than one and fewer than five” suppliers – Sir John Pattison, Director of Research and Development, Department of Health at the Healthcare Computing conference, March 2002



Foundation hospitals have great freedom from central control. They achieved that status by scoring highly on a number of service criteria, waiting lists, patient satisfaction etc.

Problem of cancelled operations due to resources being used by emergency cases. Diagnostic and Treatment Centres have been set up to overcome this – facilities cannot be ‘hi-jacked’. Some centres are privately run, some by the NHS.

National Programme based in Leeds. Not a legal entity, staff employed by the Information Authority.

Information Authority

(www.nhsia.nhs.uk)

- Does national IT things e.g.
 - NHS Data Dictionary
 - Standards (CENTC251 WG3, BSI IST/35, ISO TC215 WG3)
 - Patient identification
 - dm+d (www.dmd.nhs.uk)
 - ECDL (www.ecdl.nhs.uk)

dm+d – Dictionary of medicines and devices.

Also things like SNOMED/CT.

The National Programme was set in motion by IA and Department of Health.

National Programme for IT

Prime Service Providers

Prime Service Providers

Application Providers

Application Providers

“Niche” suppliers

“Niche” suppliers

The original plan – a number of Prime Service Providers, each offering a product or products from one or more application providers. PSPs would not have applications of their own, but me management/implementation organisations.

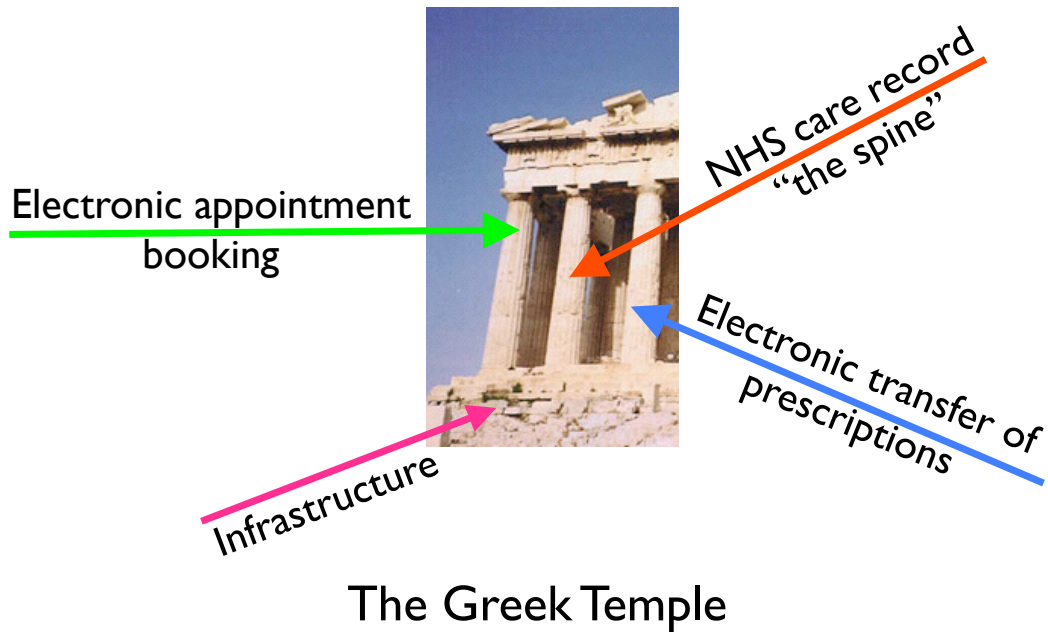
Niche providers would have products that added value to the layer above. Not necessarily small companies, e.g. Veritas for disaster recovery.

National Programme for IT



The Greek Temple

National Programme for IT



National Programme for IT

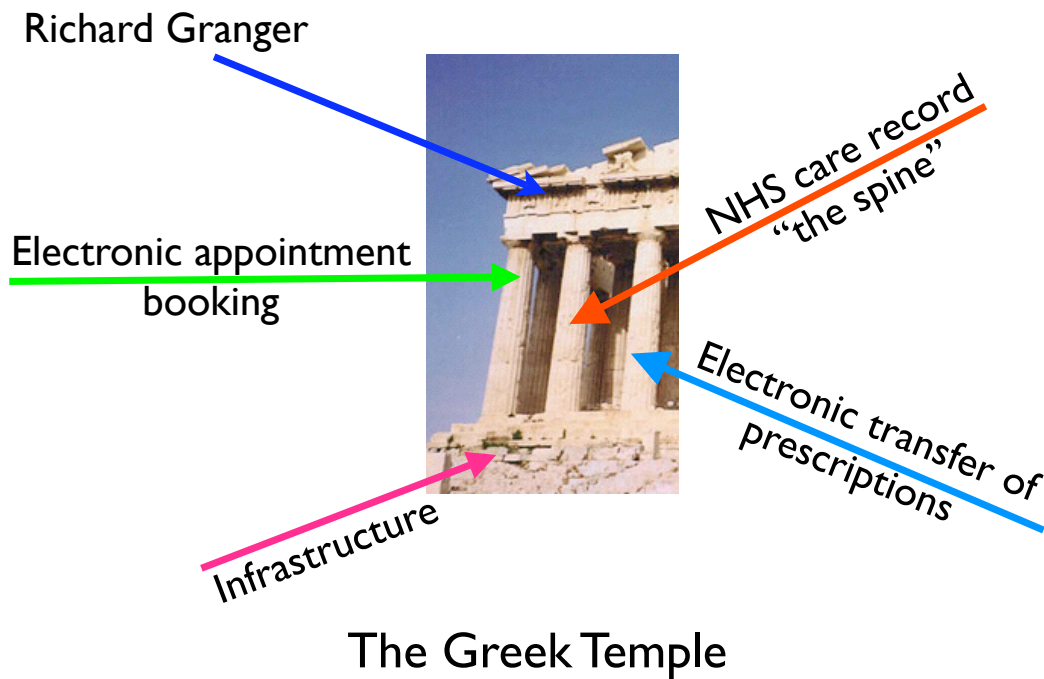


Image © Historylink101.com

Richard Granger took up his job in October 2002. Previous job – setting up the IT infrastructure for the London Congestion Charge.

Infrastructure

- National electronic Library for Health (www.nelh.nhs.uk)
- NHS mail and directory
- N3 - replacement for NHSnet
- nhs.uk

NeLH part of Frank Burns's plan. Set up as a pilot in 1999/2000

nhs.uk probably not infrastructure, but it is an award winning information service for the public.

Infrastructure

- National electronic Library for Health – several contracts covering hosting, content etc.
- NHS mail and directory – contract with EDS terminated. Advertised in OJEU
- N3 replacement for NHSnet – contract awarded to BT
- www.nhs.uk

The screenshot shows the National electronic Library for Health (NeLH) website. The browser window title is "National electronic Library for Health - Microsoft Internet Explorer". The address bar shows "http://www.nelh.nhs.uk/". The page header includes the date "14th May 2004" and the NHS logo. A navigation bar at the top lists various services: NHS Direct Online, nhs.uk, Department of Health, Social Care, Public Health, and NPIIT. The main content is organized into several columns:

- Know How:** A list of links including Commission for Health Improvement, MIDIRS, National Patient Safety Agency, National Service Frameworks Zones, NeLH Guidelines Finder, NHS Modernisation Agency, NICE, PRODIGY, and Protocols and Care Pathways.
- Knowledge:** A list of links including Bandolier, British National Formulary, Clinical Databases, Clinical Evidence March, Cochrane Library Issue 2, 2004, Drug and Therapeutics Bulletin, Electronic Publishing, Full-text Journals, Health Care Needs Assessment, Images.MD, MEDLINE/PubMed, National Knowledge Service, NHS Cost & Effectiveness Reviews, NHS R&D Health Tech. Programme, OMNI Reviewed Internet Resources, Patient-Centred Care, Research Findings Register, and ZETOC.
- Welcome:** A section explaining that the NeLH Programme is working with NHS Libraries to develop a digital library for NHS staff, patients, and the public. It includes links for "New to NeLH?", "Athens registration", "Site map", "Tour NeLH resources", "Digital Libraries Network", and "NeLH February 2004 Newsletter".
- Pilot Search Engine:** A search box with a "search" button and links for "search tips" and "about our search".
- Highlight:** A section titled "2004 Development Plans" with the sub-heading "The shape of things to come" and a link to "more...".
- Take a Tour of NeLH:** A section stating "Tours of key resources on NeLH are now available" with a link to "more...".
- Whats New? XML:** A section titled "Netg Now Available from Dialog" with the text "Online help and training on using the NHS Core Content databases from".
- Hitting the Headlines XML:** A section with a link "What's this feature? archive" and a featured article titled "'How tea tree oil can wipe out the hospital superbug'". The article text states: "Creams and washes made from tea tree oil are just as effective as powerful antibiotics at killing off the 'hospital superbug', MRSA, reported the Daily Mail on 11 May 2004. The report was based on a poorly reported trial that provides limited evidence for the effectiveness of such tea tree preparations." with a link to "more...".
- Focus on... Bandolier:** A section with a link "What's this feature? archive" and a featured article titled "Fracture risk and smoking". The article text states: "Review of the evidence that smokers are at greater risk of bone fracture due to decreased bone mineral density." with a link to "HTML".
- Bandolier Book Reviews:** A section titled "Bandolier Book Reviews" with the text "Bandolier reviews Stephen Senn's Dicing with death: chance, risk and health and Dylan Evans' Placebo: The".

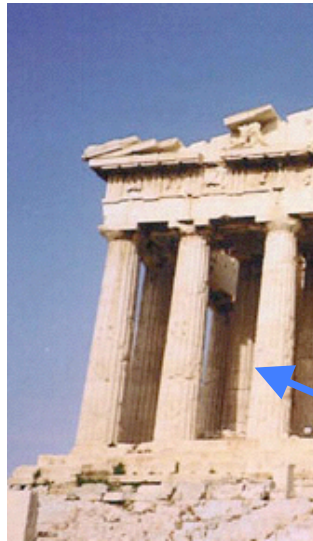
‘Know how’ is a set of resources, e.g. National Service Frameworks.

Knowledge is an information base, includes for example the Cochrane Library, British National Formulary. Some content only available to registered users for contractual reasons.

“Hitting the Headlines” is a critical review of healthcare information that has been in the press.

Off the bottom of the screen, the ‘special collections’, e.g. on cancer, heart disease, healthcare management.

National Programme for IT



Electronic transfer of prescriptions

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Electronic transfer of prescriptions

- From family doctor to pharmacy
- PDF 417 trial in 1993/4
- Later trials sponsored by the Primary Care Division of the Department of Health
- Funding for three trials
- Funding stopped at the end of the term

National Programme for IT

Electronic appointment
booking

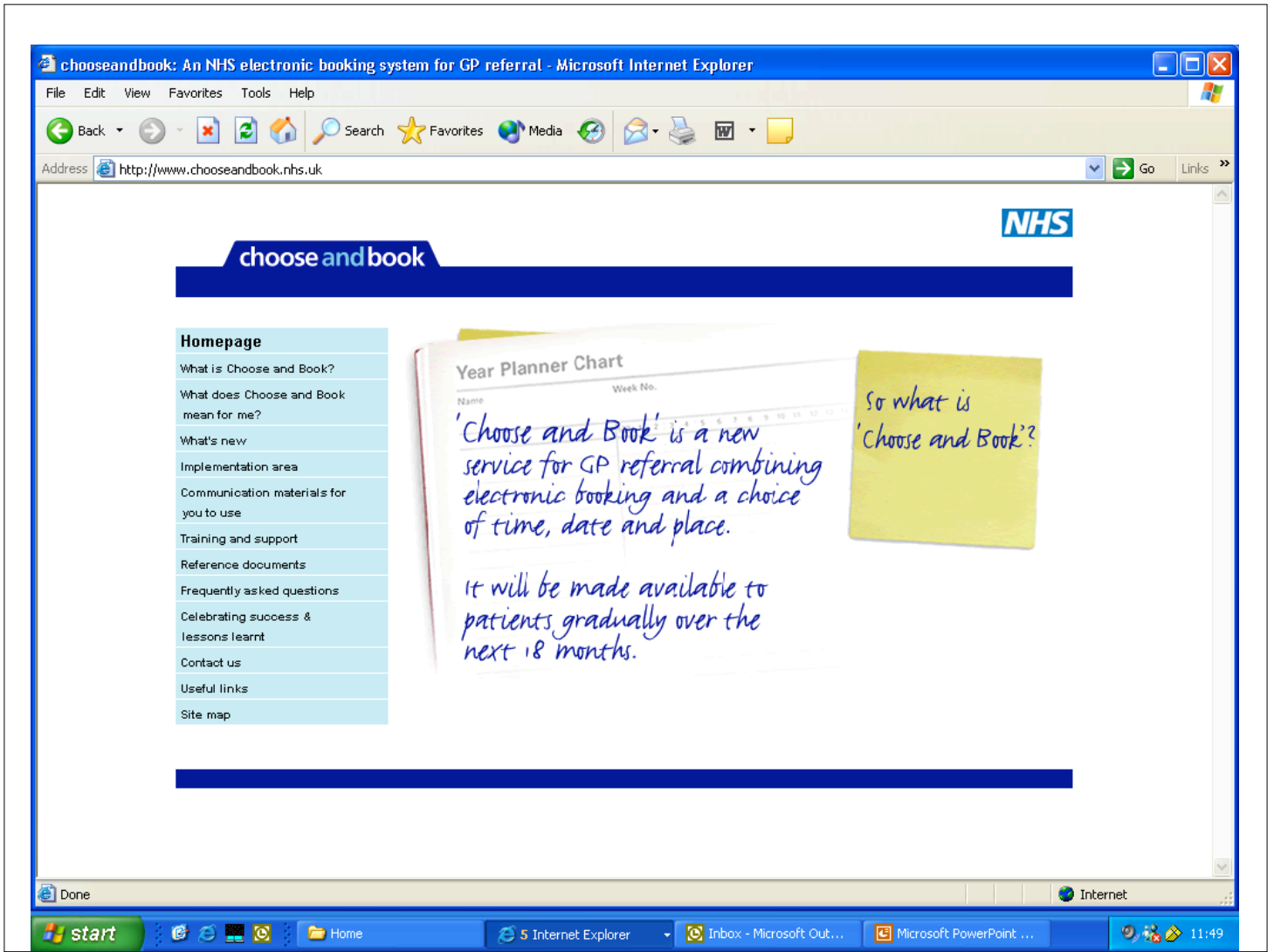


The Greek Temple

Electronic booking of appointments

- First one in England in 1992/93 (London)
- Web based trial in Birmingham (c 1998)
- National Programme contract awarded to Schlumberger Sema (now Atos Origin)

PDF417 trial around 1994



<http://www.chooseandbook.nhs.uk>

Help Michelle Grant, Referring Clinician, Central Street Practice | **Logout**

Electronic Booking Service Patient: Jones, S Rita Gender: Female DOB: 08/09/1991 NHS: 234 415 7890

Show Search

1) Referrer
Referring PCT - Royale Highland Practice - Central Street Practice Referring Clinician - Grant, Michelle

2) Filter Service By: Specialty

Specialty: Gastroenterology Access Service Selection Sub-Specialty: Paediatric Staff Mix: No Preference

Priority: Routine within 75 miles of BN2 4HJ postcode Request Advice **Suggest Services**

3) Services Due By 22 / 02 / 2004

Select Miles	Service Name	Location	Lead Professional	Staff Mix	Service Type
<input checked="" type="checkbox"/>	6 Clifton Gastroenterology Clinic	Clifton Clinic	Jones, K	All Male	First Outpatient
<input checked="" type="checkbox"/>	6 Chase Farm Family Clinic	Chase Farm	Wilson, A	All Male	First Outpatient
<input type="checkbox"/>	16 St. Luke's Clinic of Gastroenterology	St Luke's	Dreck, L	All Male	First Outpatient
<input type="checkbox"/>	18 Highland Internal Medicine Services	Highland Regional	Smith, J	All Female	First Outpatient
<input type="checkbox"/>	31 Middlesex Family Clinic	Middlesex	Jacobs, M	Male and Fem	First Outpatient

Suggest for Dates Between: Start Date 16 / 01 / 2004 End Date 16 / 02 / 2004 **Advanced Criteria** **Suggest Appointments**

4) Appointments Diary View: **Day** Week Month

Select	Appointment Time/Date	Service Name	Location	Lead Professional
<input type="radio"/>	08:30 Mon 16/01/2004	Clifton Gastroenterology Clinic	CliftonClinic	Jones, K
<input type="radio"/>	09:00 Mon 16/01/2004	Clifton Gastroenterology Clinic	CliftonClinic	Jones, K
<input checked="" type="radio"/>	10:30 Mon 16/01/2004	Clifton Gastroenterology Clinic	CliftonClinic	Jones, K
<input type="radio"/>	11:30 Mon 16/01/2004	Clifton Gastroenterology Clinic	CliftonClinic	Jones, K
<input type="radio"/>	12:30 Mon 16/01/2004	Clifton Gastroenterology Clinic	CliftonClinic	Jones, K

Previous Appointments Next Appointments **Request** **Book**

You can filter by lead professional's name or by keyword search

Guidance to help you select the right specialty and priority

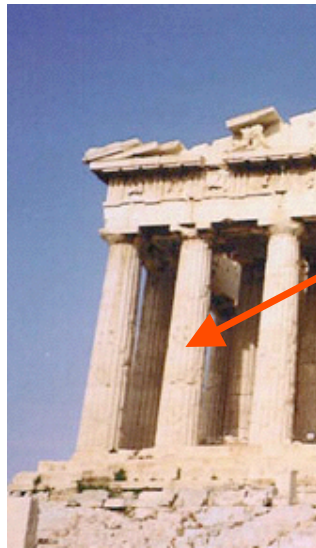
You can ask a consultant for advice and guidance before making the referral

You can select more than one service

The system calculates the distance from the patient's postcode

You can also suggest specific days of the week

National Programme for IT



~~NHS care record
"the spine"~~

The Greek Temple

NHS Care Record

- Originally Integrated Care Record Service
- Output based specification available at <http://dh.gov.uk/PolicyAndGuidance/InformationTechnology/NationalITProgramme//fs/en>

ICRS specification started in the IA, then moved to the Design Authority, part of the National programme.

National Programme for IT



Local Service Providers
Application Providers
“Niche” suppliers

National Application
Service Providers

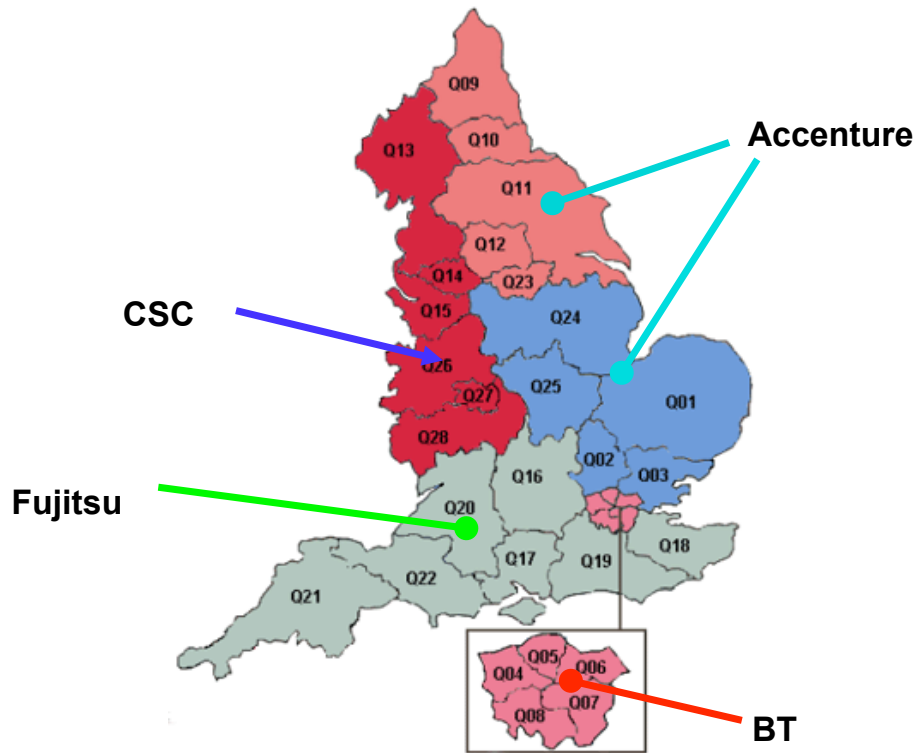
“Spine” - BT

Electronic
Appointments -
Schlumber Sema, now
Atos Origin

England divided into five regions, each with its LSP. Each LSP has an application provider for electronic records, from which data for the spine is extracted.

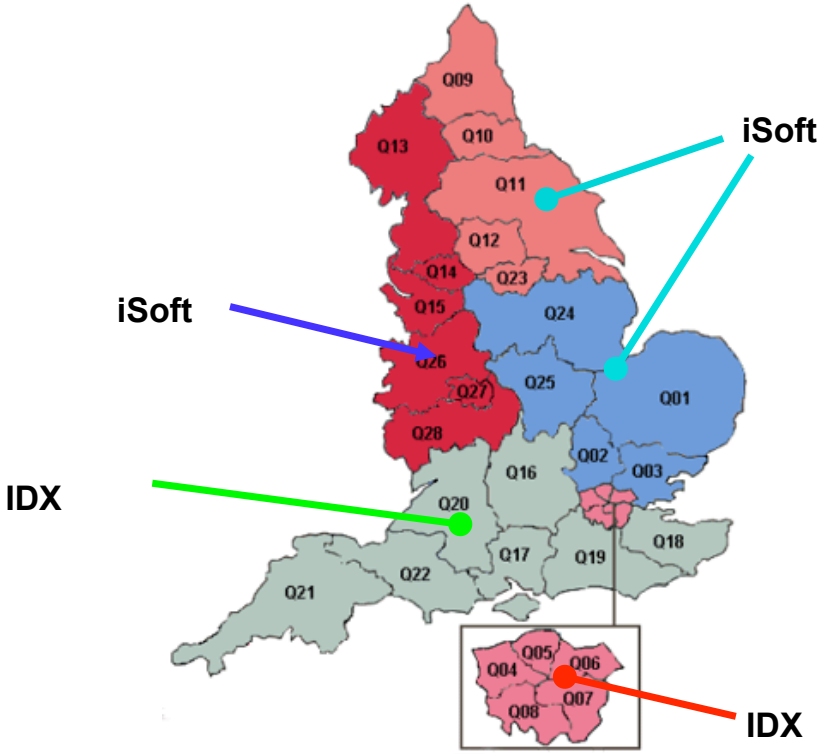
Electronic Transfer of Prescriptions not yet contracted for.

National Programme for IT

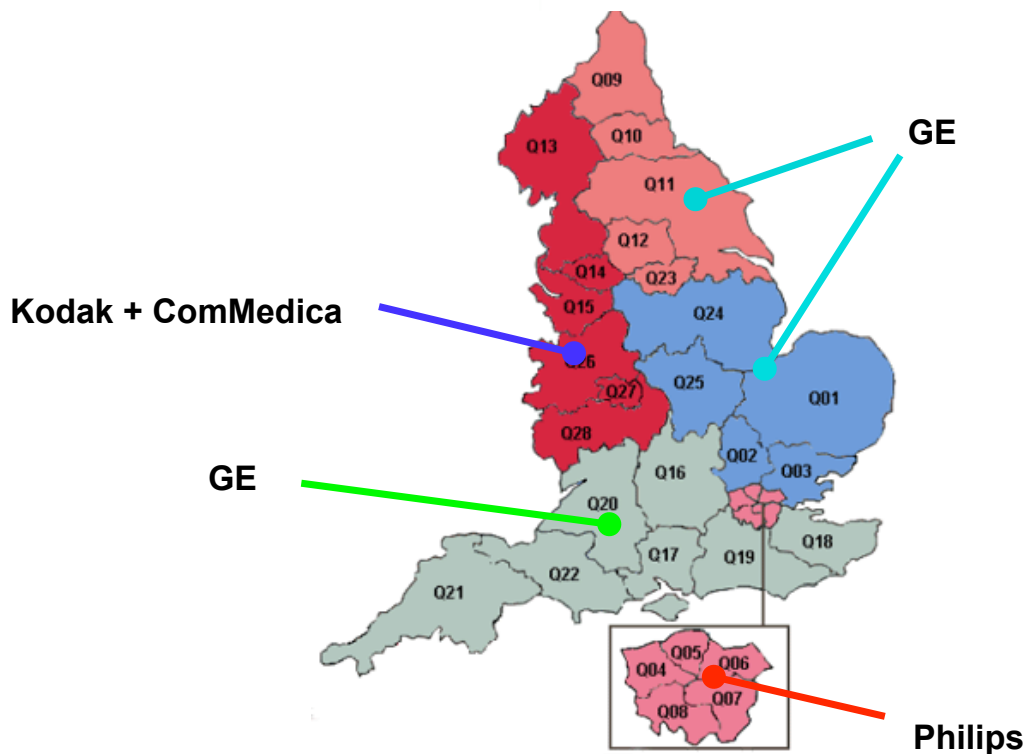


London and the North East the first contracts in place. The last was the South.

National Programme for IT



National Programme for IT



Each LSP will provide a PACS system in its region. No compulsion on trusts to accept this, though financially better to do so.

National Programme for IT

- Contact with industry through Intellect
- Contact with SMEs through UK eHealth Association SME Special Interest Group
- UK eHA SME SIG represented on NPfIT Supplier Consultation Group
- AIM UK Healthcare SIG

National Programme for IT



- British Computer Society HISG
- ASSIST
- UKeHA

The future

- “Arms length Bodies” to be reduced by 50%
- Staff reduction of 25%
- £5,000,000 savings to go to patient care

CHI - Commission for Health Improvement
CPPIH - Commission for Patient & Public
Involvement in Health
CRHP - Council for the Regulation of Health
Care Professionals
DPB - Dental Practice Board
DVTA - Dental Vocational Training Authority
FHSA - Family Health Services Appeals
Authority
GSCC - General Social Care Council
HDA - Health Development Agency
HFEA - Human Fertilisation & Embryology
Authority
HPA - Health Protection Agency
MHAC - Mental Health Act Commission
MHRA - Medicines & Health Care Products
Regulatory Agency
NBA - National Blood Authority
NBSB - National Biological Standards Board
NCSC - National Care Standards Commission
NCAA - National Clinical Assessment
Authority
NHS AC - NHS Appointments Commission
NHS CFSMS - NHS Counter Fraud & Security
Management Service
NHS Direct

NHS Estates
NHS IA - NHS Information Authority
NHS LA - NHS Litigation Authority
NHS Logistics Authority
NHS Modernisation Agency
NHS PASA - NHS Purchasing & Supplies
Authority
NHS PA - NHS Pensions Agency
NHS Professionals
NHS University
NICE - National Institute for Clinical Excellence
NPSA - National Patients Safety Agency
NRPB - National Radiological Protection Board
NTA - National Treatment Agency for Substance
Misuse
OIR - Office of the Independent Regulator of
NHS Foundation Trusts
PHLS - Public Health Laboratory Service
PMETB - Postgraduate Medical Education &
Training Board
PPA - Prescriptions Pricing Authority
ROC - Retained Organs Commission
UKT - UK Transplant

Some bodies already eliminated or changed.

Some functions will have to remain in some form or another, e.g. National Blood Service, NHS Direct (a telephone based, nurse-led triage service)

**“Fasten your seatbelts - it’s
going to be a bumpy ride”**