

A satellite-style photograph of the British Isles, including Great Britain, Ireland, and the surrounding waters. The land is shown in shades of green and brown, while the water is a deep blue. The text is overlaid on the image.

# THE ENGLISH EXPERIENCE

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# NHS Connecting for Health

- NHS Connecting for Health is the DH agency running the National Programme for IT (NPfIT)
- Also runs:
  - the Service Implementation Programme
  - the Directorate of Knowledge, Process & Safety. Led by Sir Muir Gray, intended to provide a NHS Knowledge Service □

# National Programme for IT

- NPfIT IT delivery broadly divides into three:
  - National Application Service Providers (NASPs).
  - Local Service Providers (LSPs), one per cluster (5 of them)
  - Applications & services procured by NPfIT for use by all, e.g. Picture Archiving & Communication System (PACS)
- It also does some other things once for everyone, e.g:
  - Standards, e.g. message development using HL7 v3
  - PRIMIS + to facilitate local data quality management
  - GP Quality Management and Analysis System (QMAS)
  - GP record Exchange (GP2GP) □

# NPfIT Strategy

- Core is the NHS Care Records Service comprising:
  - Patient Spine Information Service (PSIS), a summary record
  - Detailed Patient records provided by LSP services
  - Assumes all key data will be structured and coded to enable decision support, secondary uses, etc
- Accompanied by the NHS Knowledge Service
  - Includes National electronic Library of Health
  - Not much heard about this recently
- Patient Information sharing by push and pull
  - Push = messaging
  - Pull = browsing patient data on Spine & at LSPs □

# NASP Applications & Services

- The New NHS Network (N3)
  - Broadband, with e-mail addresses for life - ...@nhs.net
- The Spine
  - Personal Demographic Service (PDS)
  - Spine Directory Service (SDS)
  - Access Control Service (ACS)
  - Personal Spine Information Service (PSIS)
  - Transaction & Messaging Service (TMS)
- Electronic Prescription Service (EPS)
  - At present Electronic Transfer of Prescriptions (ETP) only
- Choose and Book
  - At present handles GP→acute O/P bookings only □

# LSP Applications & Services

- Provides systems for local Trusts
  - Acute (PAS, moving to full enterprise systems)
  - Community
  - GPs
  - Social care data on the agenda
- Have large numbers of existing systems to deal with
  - Especially GPs, where 100% computerised
  - Great heterogeneity amongst existing systems
- Originally proposed 'rip and replace', now moving to a more evolutionary approach
- Approach to patient records changing □

# Progress so far – national systems

- PDS, SDS, TMS, ACS Spine services up and running
  - PSIS behind schedule and has major issues, and overall NHS Care Record Service nowhere yet
- Choose & book up and running
  - Has some serious functional omissions
- PRIMIS + up and running, being extended to all sectors
- QMAS up and running
- GP2GP being piloted
- Electronic transfer of prescriptions slowly being rolled out
- PACS steadily being rolled out across country □

# Progress so far – LSP systems

- Acute implementations behind schedule
  - Many of new installations little more than PASs
  - 1 major enterprise system supplier has yet to deliver, another supplier has dropped out
- GP systems already there, using C&B & ETP
  - Major controversy about GP systems of choice, tho' officially this issue is resolved
  - Current systems don't use SnomedCT terminology
- Some community and departmental systems delivered □

# NHS CFH 'reviews' in progress

- Second NAO report to be done
- Review being conducted by working party under NHS Chief Exec
  - Includes set-up of NPfIT Local Ownership Programme (NLOP)
- John Yard, ex-IR IT chief, looking at it on behalf of the Office of Government Commerce
- Internal technical review being conducted

# Major issues for NHS CFH

- Change driven by IT implementation, not business need
- NPfIT procurements based on weak requirements spec, rendered more out of date by recent NHS reforms
- Lack of local ownership of acute NPfIT implementations
- Funding local business change / service transformation
- Information governance & patient data confidentiality
- What is the NHS Care Records Service?
- Not enough work on some key standards
- No partnership with clinicians, informaticians, NHS, etc □

# Motherhood & Apple Pie - 1

**‘There is no such thing as an IT project, only a business change proposal that uses IT’**

After Professor Jim Norton, member of the Board of the Parliamentary Office of Science & Technology

# Motherhood & Apple Pie - 2

**‘Good clinical care is not an algorithm, although it uses algorithms. It is as much art as science’**

**Any questions?**