TO: Trust Board.
FROM: Director of ICT.
DATE: 27\textsuperscript{th} November 2007.
SUBJECT: ICT Update.

1. Purpose

The purpose of this report is to update the Trust Board on the progress of ICT work within the Trust.

2. Progress to Date.

2.1. Trust ICT infrastructure.

The ICT Operations Team are progressing a number of infrastructure projects to enable better management of the ICT service. One of these projects is to evaluate the feasibility of adopting a Hub and Spoke infrastructure model. This will allow improved management of ICT services from key central hubs, from which other spoke sites will have their services delivered. This work will allow a more streamlined approach to ICT service delivery, as well as improved overall management of the service.

As part of a review of the ICT infrastructure within the Trust, a project is being undertaken to deliver improved services and greater functionality. This will involve the replacement of older legacy systems with newer, more resilient and feature rich services.
2.2. Promis.

**Contracting Timetable**

<table>
<thead>
<tr>
<th>Proposed Contract</th>
<th>Centralised Workforce Planning System</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reference</td>
<td>SUP0141</td>
</tr>
<tr>
<td>Period From</td>
<td>3 Year Contract (2008)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Step</th>
<th>Procedure</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>OJEU Advert</td>
<td>Completed</td>
</tr>
<tr>
<td>2.</td>
<td>Specification/offer schedule construction (with customer)</td>
<td>Completed</td>
</tr>
<tr>
<td>3.</td>
<td>Pre Qualification Questionnaire (PQQ) despatch</td>
<td>Completed</td>
</tr>
<tr>
<td>4.</td>
<td>Closing date for return of PQQ. Supplier short listing, followed by pre offer discussions</td>
<td>Completed</td>
</tr>
<tr>
<td>5.</td>
<td>Collation of complete offer documentation</td>
<td>Completed</td>
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<tr>
<td>6.</td>
<td>Issue of offers(posting)</td>
<td>Completed</td>
</tr>
<tr>
<td>7.</td>
<td>Return of offers(closing date)</td>
<td>Completed</td>
</tr>
<tr>
<td>8.</td>
<td>Summarising of offers &amp; scoring criteria. Assessment of returns</td>
<td>Completed</td>
</tr>
<tr>
<td>9.</td>
<td>Post Clarification discussions/presentations/interviews</td>
<td>Completed</td>
</tr>
<tr>
<td>10.</td>
<td>Site visit</td>
<td>Completed</td>
</tr>
<tr>
<td>11.</td>
<td>Contract award recommendation report construction and approval by trust board</td>
<td>Completed</td>
</tr>
<tr>
<td>12.</td>
<td>Rejection letters</td>
<td>Completed</td>
</tr>
<tr>
<td>13.</td>
<td>Contract award</td>
<td>Completed</td>
</tr>
<tr>
<td>14.</td>
<td>Contract documentation construction and loading onto corporate data base</td>
<td>Completed</td>
</tr>
<tr>
<td>15.</td>
<td>Contract commencement date</td>
<td>Completed</td>
</tr>
</tbody>
</table>

The Hardware platform for the Promis System has been ordered by the ICT Operations Team and installation of this system is being managed in conjunction with the Programme Department.

2.3. Data Backup.

A review of the ICT data backup process has been undertaken with a revised data backup strategy for all ICT data being implemented. New data backup systems have been rolled out to the North Region of ICT and the same service is in the process of being rolled out to the other regions. This will ensure a far more robust data backup platform for all of the Trust’s Major ICT systems.

2.4. Blackberry Services:

After a successful trail, the ICT Team are implementing Blackberry services within the Trust. This will allow over the air real time synchronisation of E-Mail, Calendar, Tasks, contacts and notes. The implementation of this service will allow key staff within the Service to keep in touch with issues as they arise.
2.5. ICT Operations recruitment.

Recruitment of the ICT structure is going well. As of the 3rd December 2007 all the Senior Team Engineers will be in post, thus providing much needed management of the technical teams within each region. Recruitment of the one remaining vacant post within the South East Technical team is progressing and it is anticipated that this post will be filled prior to the next Trust Board meeting. The Help Desk Manager will be in post on the 19th November 2007, again providing a key individual to lead on the implementation of this critical part of the ICT Directorate.

2.6. Vantage Point House (VPH).

The ICT Operations Team have been heavily involved in the implementation of the VPH project and have finalised a number of key issues.

The interim radio solution for VPH has been agreed and approved, after a detailed and thorough evaluation of the options available to supply an interim solution. This will ensure continued radio service provision at least to the current level experienced.

The design of the technical infrastructure for VPH is progressing well and will include the design of additional services to the Trust, i.e., Document Management systems, improved E-Mail services and a far more robust and resilient infrastructure than is currently operating within the two command and control rooms. The ICT Operations Team has committed a number of staff to this project to ensure its successful delivery.

2.7. NHS Direct Wales.

An upgrade of the telephony system is taking place to allow the Service to provide a multi platform for communication. The service will go live with a new E-Mail enquiry system initially which will be upgraded from the existing Web based service.

A pilot of the NHS Direct Wales Clinical Advice System in Ambulance Command and Control rooms has been installed by the ICT Operations team. This is currently being operated from Carmarthen Control.

The previous NHS Direct Wales ICT Support Team has now been integrated into the overall Trust ICT Team and is working as one team alongside the existing ICT members. Further work is progressing to ensure that the structure for this team is equal to the other regions and that systems used by all the ICT Team members are consistent.

2.8. Trust Telephony.

The upgrade of the North Wales Telephony switch has been completed. The main switchboard number now has pre-recorded messaging in place and allows callers to directly dial the extension of the person they require if known. The ICT Team are working with the Corporate Secretary to further improve the menu system and the messaging that is currently in place.

The upgrade of the North Control Telephony switch to incorporate Symposium and EISEC Services has been completed and made live. This has also been completed.
within the Central and West Control room. The installation of the South East Region requires further technical work before it can finally be made live.

3. Health Informatics.

3.1 Departmental Structure.

The departmental structure has continued to progress; appointments of web developers have now been filled; this leaves only a small number of posts still outstanding.

3.2 Information Systems.

WAST

3.2.1 LaunchPad.

The Applications LaunchPad continues to develop. Web based applications and automated reports will be available from the LaunchPad for use by Managers throughout the Trust.

A number of new applications are ready for approval for roll-out during November 2007 and further systems are currently being developed. These include:

- **Short Notice Absence Reporter**: An online absence reporter, designed to enable Managers to manage sickness and short notice absences more efficiently, is now fully operational and proving very popular with Managers and control staff alike. Its capability is being extended to encompass other areas of the Trust.

- **Global Event Contingency Register**: This register has now been completed and will enable the Trust to maintain a central register of known forthcoming major events and record contingency planning for these events. This is awaiting sign-off.

- **Major Incident Asset Register**: An online system is being developed to track current location of all specialised major incident equipment. This would replace the current spreadsheet version, which is considered insufficient for purpose. This new application is in the early stages of development.

- **Performance Matrix**: Designed to act as a highly focused tactical performance management tool, presenting Managers with the information they need in simple graphical formats, this tool is proving highly effective. It is being extended to cover all critical parts of the job cycle, presenting tactical information in new easy-to-understand ways.

- **Lost Unit Hours Reporter**: A new programme almost ready for sign-off. This will enable detailed recording of all unit hours lost, for any reason, providing a valuable new data reporting stream.

3.2.2 Performance Screens at HQ / Control.

New LCD screens have now been delivered and are awaiting installation in HQ; one adjacent to the Executive Corridor and one in HQ reception area, to display
performance statistics and other information, in consultation with the Communications Department.

3.2.3 First Responders.

The online database application to assist and co-ordinate the First Responder Project continues to progress. The collation of the data for this project is nearing completion and a centralised database of First Responders should be available by mid December 2007. This will assist in tracking the personal details of each First Responder, their qualification expiry dates and equipment issued to them, as well as providing performance information against TTMD indicators.

3.2.4 Demand Analysis.

The North Region Demand Analysis has been distributed; the other two Regional Demand profiles will be compiled during November 2007.

3.2.5 NHSDW.

The Team continued to support the Trust’s Human Resources Department by compiling a wide range of workforce profile statistics for a HR Workshop. In addition, a detailed dental analysis, broken down by Local Health Board was provided for a quarterly Dental Service Meeting.

The Organisational Balanced Scorecard has evolved further to ensure consistent benchmarking is adopted against NHSD England. Further enhancements were made to the GPOOH Scorecards specific to Swansea, Gwynedd and Anglesey Local Health Boards’ in relation to the Out of Hours contracts NHSDW has with them. These measures are laid out in the Service Level Agreements, as information that must be provided to them and targets that must be achieved.

Performance Management: Work was undertaken to identify the productivity of Nurse Advisors measured by a ‘calls per hour’ figure. The denominator for this calculation is under discussion.

3.2.6 Systems Development.

The Web Development Team has begun designing new concepts for the Welsh Ambulance Services Website. After an initial review it was decided that a further three designs would be developed. A Workshop is scheduled for November 2007 for the project brief to be developed further. In addition, business-as-usual continues to progress on current work outstanding within the NHSD programme that includes the following areas:

Welsh Health Encyclopaedia

The NHSD Health Encyclopaedia provides information on a wide range of conditions, tests, procedures and services, to enable users to obtain information including symptoms, treatment and diagnostic testing. This service is available in English and Welsh. There has been continued support over the past month, in order to ensure the system is made live on the 19th November 2007.
VPH Website.

The domain name has been requested. Once the domain has been fully purchased, then the website will be made available on the public domain at [www.vphproject.co.uk](http://www.vphproject.co.uk). The ‘go-live’ date is anticipated for the 30th November 2007.

NHSDW Online Enquiry & Dispatch Review Tool

The NHSDW Service is required to review all enquiries made via the online enquiry service as well as any information sent out to a caller. These review tools have now been launched and are being used by NHSW staff.

PPI Directory.

As part of the PPI Strategy, an online directory of PPI activity has been developed. This is currently available on the NHSDW Intranet (Insight). It is proposed that the PPI Directory will be available to all staff through the NHSDW Extranet in the near future.

Health Coordination Desk Project.

NHSDW is conducting a survey to monitor the patients’ experience and find out the outcome having been advised to follow an alternative pathway when using the 999 Service. This involves contacting a sample of callers by telephone to find out their views on the service they have received. An application has been developed on the NHSDW Intranet to record this information, which is currently being tested and is awaiting approval before being launched.


4.1 EISEC.

EISEC has been successfully installed at both the North and Central & West Regions. It is anticipated that EISEC will be implemented at Mamhilad by the end of November 2007.

4.2 Gazetteer/New Account.

Staff at Mamhilad have been working on a new EMS CAD account for some time. A major benefit of this, is that the Gazetteer will be based on the Ordnance Survey AddressPoint, data rather than the old PAF (Postal Address File) data – this is required so that the Satellite Navigation Project can be implemented successfully.

This new account was implemented on the 25th October 2007. As it is a fundamentally new way of locating incident addresses, a number of teething problems have arisen and are being dealt with.

4.3 Rest Period Management.

Rest Period Management has been successfully implemented at North, Central & West and Church Village Control of South East Region. Implementation is expected
at Mamhilad before the end of November 2007. Once the reporting requirement has been defined, MIS will be asked to make changes to the reporting system.

4.4 AMPD V11.3.

The latest version of AMPDS (Advanced Medical Priority Dispatch System) has been installed successfully.

4.5 EMS CAD Upgrade.

The Alert CAD system required upgrade to GL8 R3 to enable the ‘Community First Responder Terrafix PDA’ pilot to proceed. This upgrade has been implemented at Mamhilad. At the time of writing all the other Control Rooms are scheduled for upgrade in week commencing 12th November 2007.

RECOMMENDED:

That the content of the report be received and the ongoing developments taking place across the Trust be supported.