UNIVERSITY HOSPITALS OF LEICESTER NHS TRUST

Trust Board Bulletin – 28 March 2013

The following report is attached to this Bulletin as an item for noting, and is circulated to UHL Trust Board members and recipients of public Trust Board papers accordingly:-

- **Quarterly updated on IM&T.** Lead contact point – Mr A Seddon, Director of Finance and Business Services (0116 258 8945) – **paper 1**.

It is intended that this paper will not be discussed at the formal Trust Board meeting on 28 March 2013, unless members wish to raise specific points on the report.

This approach was agreed by the Trust Board on 10 June 2004 (point 7 of paper Q). Any queries should be directed to the specified lead contact point in the first instance. In the event of any further outstanding issues, these may be raised at the Trust Board meeting with the prior agreement of the Chairman.

University Hospitals of Leicester **NHS**

NHS Trust

Trust Board Bulletin 28 March 2013 – Paper 1

To:	**Trust Board**
From:	**Andrew Seddon - Director of Finance and Business Services**
Date:	**28 March 2013**
CQC reg:	**All applicable**

Title:	**Quarterly update on IM&T**
Author/ Responsible Director:	**John Clarke** **- Chief Information Officer** **Andrew Seddon - Director of Finance & Business Services**
Purpose of the report: This paper summarises the activities for the IM&T Directorate over the last quarter from 1 January 2013, including an update on the following: • Managed Business Partner procurement • IT projects • IT service delivery • Other initiatives supported by IM&T	

The report is provided to the Board for:

Decision		Discussion	
Assurance	X	Endorsement	

Summary/Key points:

The MBP contract was effective from 7 January 2013. IBM and NTT are now fully engaged in the infused management phase and developing the business cases for the transformational projects. Two "service towers" have successfully passed through the Gateway Review into the transition phase. Staff engagement on the changes is ongoing.

A number of IT projects have been completed for this financial year including supporting the implementation of the nerve centre (supporting the allocation of clinical tasks to junior doctors out of hours).

The core IT services continues to make improvements against the service level agreements and the implementation of self-service and e-mail options for call logging.

Recommendations:
The Trust Board is asked to **note**:
• Progress on the MBP project
• The performance and delivery of services within the IM&T Directorate over the last quarter

Previously considered at another corporate UHL Committee?
The full MBP business case was approved by:
• The Commercial Executive on 14 November 2012
• The Finance and Performance Committee on 28 November 2012

• The Trust Board on 29 November 2012 (subject to financial scrutiny and the Department of Health Gateway Review)	
Strategic Risk Register: N/A	**Performance KPIs year to date:** N/A
Resource implications (e.g. Financial, HR): Ensuring the retained organisation and governance arrangements are fit for purpose	
Assurance implications: N/A	
Patient and Public Involvement (PPI) implications: Not at this stage	
Equality impact: Low	
Information exempt from disclosure: Commercial and confidential	
Requirement for further review: No	

John Clarke
Chief Information Officer

Andrew Seddon
Director of Finance and Business Services

22 March 2013

UNIVERSITY HOSPITALS OF LEICESTER NHS TRUST

REPORT TO: TRUST BOARD

DATE: 28 MARCH 2013

REPORT FROM: JOHN CLARKE - CHIEF INFORMATION OFFICER
ANDREW SEDDON - DIRECTOR OF FINANCE AND BUSINESS SERVICES

SUBJECT: QUARTERLY UPDATE ON IM&T

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1.0 INTRODUCTION

1.1. This paper summarises the activities for the IM&T Directorate over the last quarter from 1 January 2013. This includes an update on the following:
   • Managed Business Partner procurement
   • IT projects
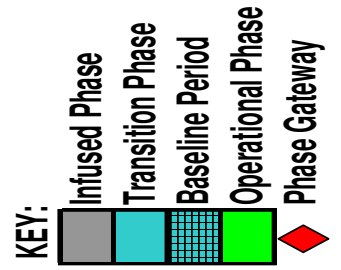   • IT service delivery
   • Other initiatives supported by IM&T

2.0 MANAGED BUSINESS PARTNER PROCUREMENT

2.1 The MBP contract with IBM was signed on 21 December 2012 with an effective date of 7 January 2013 for 10 years to deliver the IT services and commence the business cases for the transformational projects leading, *inter alia*, to the implementation of an electronic patient record (EPR).

2.2 The project has now moved from the procurement phase into the delivery phase. The procurement phase has been formally closed by the MBP Project Board on 7 February 2013 and outstanding tasks have been transferred to one of the following sub-boards:
   • IT Core Services
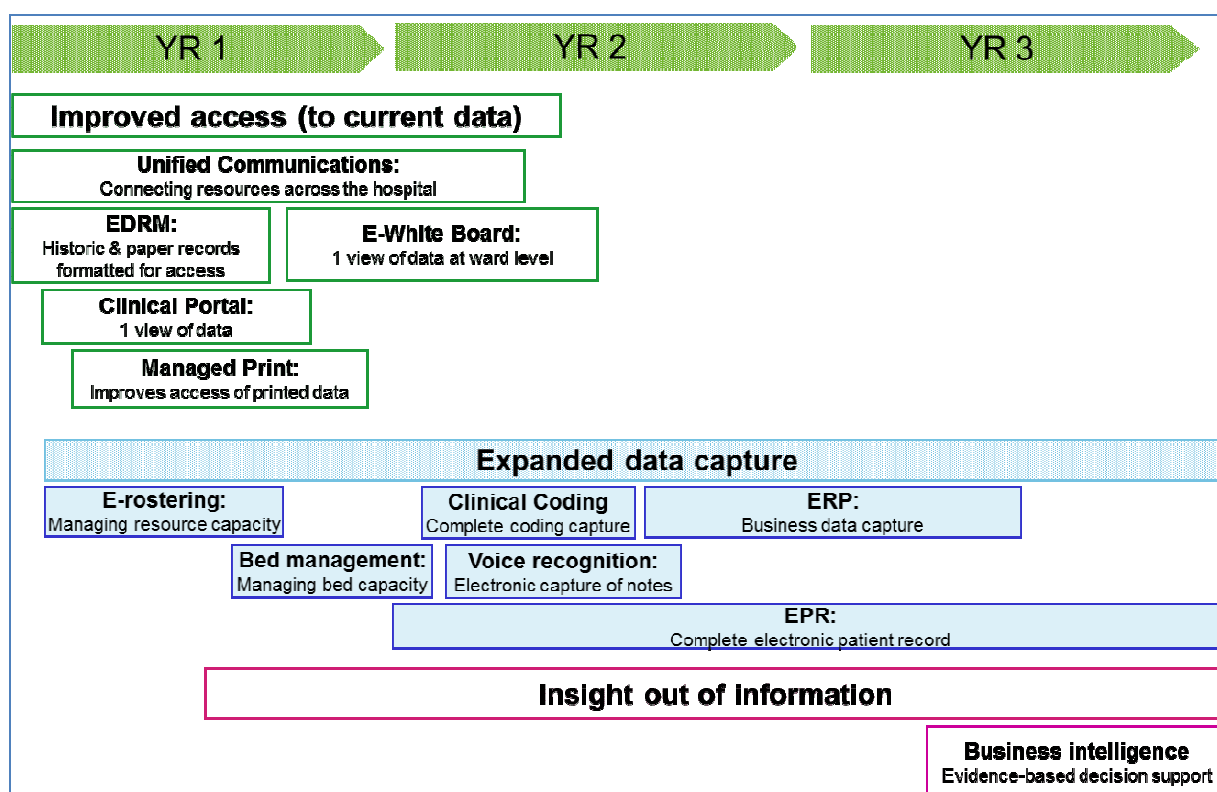   • Transformational Projects
   • Commercial

   The sub-boards will report to an overall Joint Governance Board with representatives from UHL and IBM.

2.3 As part of the transfer of services to IBM and their sub-contractor NTT DATA, there will be three key phases:
   • **Infused management -** IBM management work alongside our teams to understand the service and complete due diligence
   • **Transition -** IBM management start knowledge transfer and design of the 'to be model'
   • **Transfer to operation -** staff transfer to IBM or NTT DATA under TUPE arrangements

2.4 The transfer of services will take place from 1 August 2013 in four tranches up to 1 July 2014 as described in the service tower diagram below:

Gantt chart: Service / Service Tower transition timeline across Year 1 (2013) and Year 2 (2014), showing Infused Phase, Transition Phase, Baseline Period, Operational Phase and Phase Gateway milestones for the following service towers:

Service / Service Tower	
Service Desk	SD
Service Delivery Management	SDM
Desktop Service	DS
Data Centre	DC
Application Management - W1 - NB Te	AS W1
Application Management - W2 - All oth	AS W2
Application Development	AD
Data Integration	DI
Business Inteligence	BI
Telephony	TEL
Network Services	NS
Projects & Programmes	P&P
IT Security	ITS
Ancillary Services	ANS

KEY:
- Infused Phase
- Transition Phase
- Baseline Period
- Operational Phase
- Phase Gateway

2

2.5 Two of the service towers, including the Service Desk, have successfully passed through the Gateway Review from the infused to transition phase. A further four are due to go through their Gateway at the end of March 2013.

2.6 Staff consultation will commence 90 days prior to the TUPE transfer so the first tranche will commence at the beginning of May 2013. In advance of these 1:1 consultations, there will be a general consultative process so all staff are aware of the general principles of the TUPE arrangements. Regular meetings between management, staff side and HR are taking place to agree the content of the consultation meetings.

2.7 The transformation projects commenced the development of the business cases in January 2013. Completed cases are due to be presented to the Joint Governance Board in April 2013. The timescales for the projects are outlined in the diagram below:

2.8 The transformation projects are supported by stakeholder engagement and communication plans. This has been key to determining the requirements and benefits for each of the business cases and is running in parallel to the development of the cases. The stakeholders are all supportive of the initiatives such that managing expectations will be a challenge.

2.9 The retained structure supporting the MBP is currently out for recruitment through an Expressions of Interest process which is expected to be completed by the end of March 2013. The structure for the retained structure is described below:
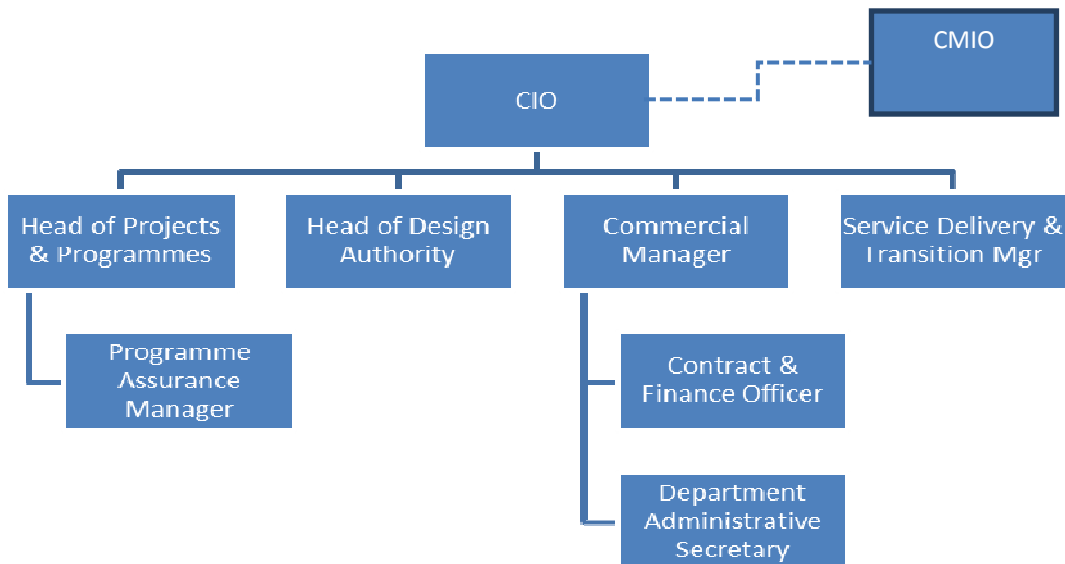
3.0 IT PROJECTS

3.1 The following IT projects were delivered in the last quarter:
- ICE pathology and imaging order comms in the Emergency Department
- Improved mobile communications in the Emergency Department
- Nerve Centre – supporting the allocation of clinical tasks to junior doctors out of hours
- Business Case approval for the replacement of the Cardiac PACS. Go live is expected to take place in the summer 2013
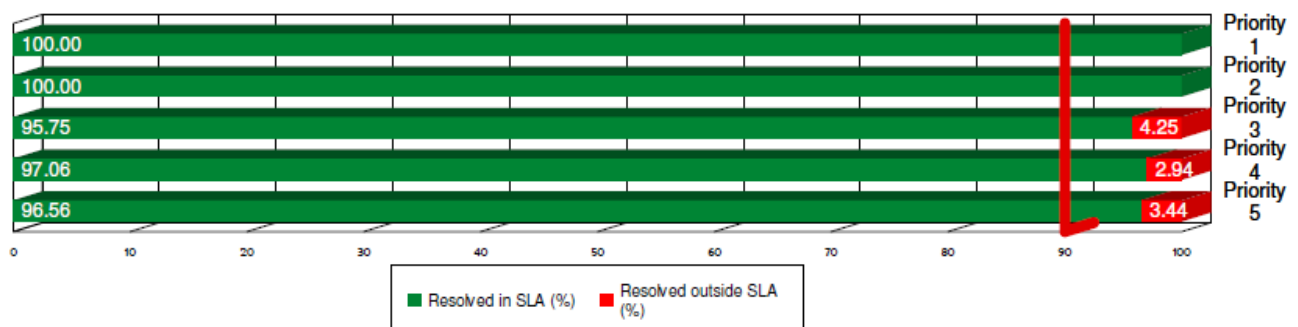
4.0 CUSTOMER SERVICES AND OPERATIONS

4.1 The number of calls received by the Service Desk over the last quarter was 11,400. Off these calls, 21.4% have been logged through the self-service portal and 21.1% by e-mail.

4.2 The majority of calls across the 5 priority levels are meeting the SLA target times.

	Jan-13	Feb-13	Mar-13
Resolved	4713	4244	2653
Logged	4604	4160	2632

Summary of Incidents Resolved within SLA
2013 - Q1

Priority	Resolved in SLA (%)	Resolved outside SLA (%)
Priority 1	100.00	
Priority 2	100.00	
Priority 3	95.75	4.25
Priority 4	97.06	2.94
Priority 5	96.56	3.44

5.0   RECOMMENDATION

5.1   The Trust Board is asked to **note**:
- Progress on the MBP project
- The performance and delivery of services within the IM&T Directorate over the last quarter

John Clarke
Chief Information Officer

Andrew Seddon
Director of Finance and Business Services

22 March 2013