

**UNIVERSITY HOSPITALS OF LEICESTER NHS TRUST**

**Trust Board Bulletin – 27 June 2013**

The following reports are attached to this Bulletin as items for noting, and are circulated to UHL Trust Board members and recipients of public Trust Board papers accordingly:-

- **IM&T Strategy** – Lead contact point Mr A Seddon, Director of Finance and Business Services (0116 258 8557) – **paper 1**.
- **Annual Declarations of Interest** – Lead contact point Mr S Ward, Director of Corporate and Legal Affairs (0116 258 8721) – **paper 2**.

**It is intended that this paper will not be discussed at the formal Trust Board meeting on 27 June 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.

<b>To:</b>	<b>Trust Board</b>
<b>From:</b>	<b>Andrew Seddon – Director of Finance and Business Services</b>
<b>Date:</b>	<b>27 June 2013</b>
<b>CQC regulation:</b>	As applicable

Trust Board Bulletin  
 27 June 2013 – Paper 1

<b>Title:</b>	<b>Quarterly Update on IM&amp;T</b>										
<b>Author/Responsible Director:</b>	Andrew Seddon - Director of Finance and Business Services John Clarke - Chief Information Officer										
<b>Purpose of the report:</b>	This paper summarises the activities for the IM&T Directorate over the last quarter from 1 April 2013, including an update on the following: <ul style="list-style-type: none"> <li>• Transition of IT Services</li> <li>• IT Projects</li> <li>• IT Service Delivery</li> </ul>										
<b>The report is provided to the Board for:</b>	<table border="1" style="width: 100%; text-align: center;"> <tr> <td style="width: 50%;">Decision</td> <td style="width: 50%;"></td> <td style="width: 50%;">Discussion</td> <td style="width: 50%;"></td> </tr> <tr> <td>Assurance</td> <td><b>X</b></td> <td>Endorsement</td> <td></td> </tr> </table>			Decision		Discussion		Assurance	<b>X</b>	Endorsement	
Decision		Discussion									
Assurance	<b>X</b>	Endorsement									
<b>Summary/Key points:</b>	This paper summarises the activities for the IM&T Directorate over the last quarter from 1 April 2013. This includes an update on the activities relating to the Managed Business Partnership (MBP) with IBM in terms of: <ul style="list-style-type: none"> <li>• Transfer of IT services to IBM &amp; NTT</li> <li>• The transformational IT projects</li> <li>• Other initiatives supported by IM&amp;T</li> </ul> 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, <i>inter alia</i> , to the implementation of an Electronic Patient Record (EPR).										
<b>Recommendations:</b>	The Trust Board is asked to <b>note</b> : <ul style="list-style-type: none"> <li>• Progress on the MBP project</li> <li>• The performance and delivery of services within the IM&amp;T Directorate over the last quarter</li> </ul>										
<b>Strategic Risk Register:</b>	N/A	<b>Performance KPIs year to date:</b>	N/A								
<b>Resource implications (e.g. Financial, HR):</b>	Ensuring the retained organisation and governance arrangements are fit for purpose										
<b>Assurance implications:</b>	N/A										
<b>Patient and Public Involvement (PPI) implications:</b>	Not at this stage										
<b>Equality impact:</b>	Low										
<b>Requirement for further review?</b>	No										

**UNIVERSITY HOSPITALS OF LEICESTER NHS TRUST**

**REPORT TO: TRUST BOARD**

**DATE: 27 JUNE 2013**

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

**SUBJECT: QUARTERLY UPDATE ON IM&T**

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**1.0 Introduction**

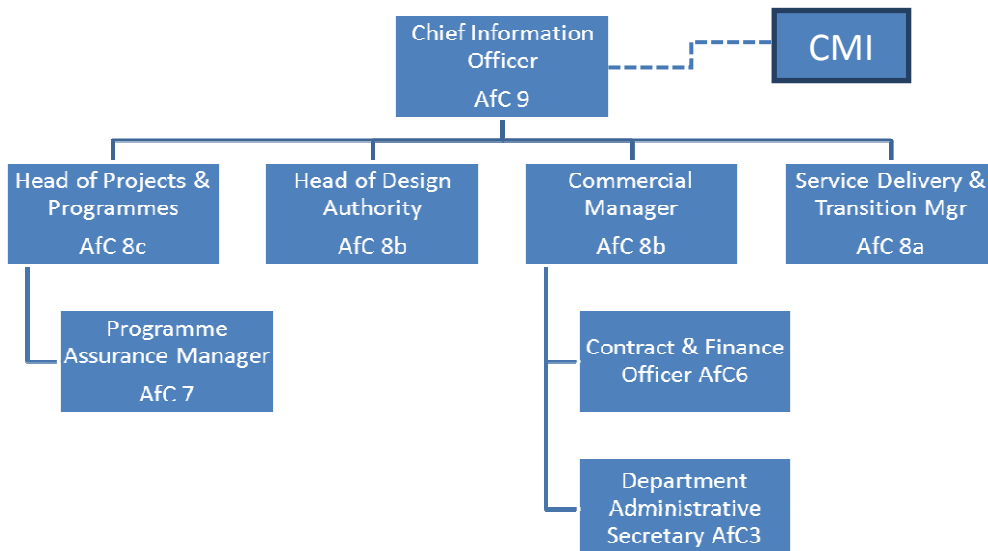
1.1. This paper summarises the activities for the IM&T Directorate over the last quarter from 1 April 2013. This includes an update on the activities relating to the Managed Business Partnership (MBP) with IBM in terms of:

- Transfer of IT services to IBM & NTT
- The transformational IT projects
- Other initiatives supported by IM&T

1.2 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).

**2.0 Transfer of IT Services to IBM & NTT**

2.1 The retained structure supporting the MBP was established from 1 April 2013. The Commercial Manager and the Clinical Medical Information Officer are brand new posts. Of the nine roles in the IT Client Management Team, six have been filled by retained staff from the original structure, one has been appointed to (CMIO), one has been recruited into (Departmental Administration Secretary) and one has yet to be recruited (Commercial Manager).



- 2.2 In preparation for the transfer of services, a Gateway Review will be held at each transition point between infused management, transition and the transfer to operation under IBM or their sub-contractor NTT DATA. The table below lists when the services are being transferred and to which organisation:

Date	Service Tower	TUPE Organisation
Wave 1 August 2013	Ancillary Services Data Centre Service Desk Service Delivery Management	NTT DATA
	Application Management wave 1 IT Security	IBM
Wave 2 October 2013	Desktop Services Network Services Telephony	NTT DATA
Wave 3 December 2013	Application Management wave 2 Projects and Programmes	IBM
Wave 4 July 2014	Application Development Business Intelligence Data Integration	IBM

- 2.3 There are three phases for transition to IBM and NTT DATA, from infused to transition to the transfer of employees under TUPE regulations. For each phase, a Gateway Review will take place to ensure the services transfer having met agreed quality criteria.
- 2.4 The following service towers have successfully completed their Gateway Reviews with the exception of Application Management 2. This tower includes System Managers for the Departmental IT solutions and due to the complexity and diverse nature of these services, the review has taken longer than anticipated. This service transfers on 1 December 2013 so IBM is still expecting to meet this timescale.

Major Milestones				
Description	Planned Date Due	If due date is revised, give reasons why	Revised Date	Completed Date
<b>Transition Gateway - wave 1</b> Service Desk Ancillary Services	28/02/13			28/02/13
<b>Transition Gateway - wave 1</b> Service Delivery Management Application Management (1) Data Centre IT Security	31/03/13	Moved from infused to transition on 01/04/13 but with 4 certificates incomplete and 2 waiting for formal sign off due 18/04/13		18/04/13
<b>Transition Gateway - wave 2</b> Network Services Desktop Services Telephony	31/05/13			02/06/13
<b>Transition Gateway - wave 3</b> Application Management (2)	31/05/13	Interviews with staff delayed two weeks. Will not complete till 07/06/13.	21/06/13	

- 2.5 Collective consultation with Staff Side, UHL HR, IM&T management and HR representatives at IBM and NTT DATA commenced on 22 April 2013 to agree the transfer arrangements for employees. The Statement of Measures letter outlining the agreement was completed on 10 June 2013.
- 2.6 A briefing for all IM&T employees affected by these changes was undertaken on 18 June 2013 led by IM&T management, UHL HR and Staff Side. Individual letters and transfer arrangement documents were also given to all employees with the offer of 1:1 consultations for the employees affected in the Wave 1 phase due to transfer on 1 August 2013.

### **3.0 Transformational IT Projects**

- 3.1 The following outline business cases have been developed and approved by the Joint Governance Board:
- Electronic Patient Record (EPR)
  - Electronic Document Records Management (EDRM)
  - Managed Print
- 3.2 The next stage is to prepare the project orders to proceed to package selection. The project order for EDRM was approved at the Joint Governance Board and work has now commenced on defining the requirements and agreeing the procurement process jointly between UHL and IBM.
- 3.3 The project order for the EPR package selection has been prepared for Trust Board approval. Work is continuing with stakeholder engagement and establishing the Clinical Advisory Groups.
- 3.4 The project order for Managed Print has been extended to include the Ricoh contract and will be presented at the Trust Board meeting in July 2013 for approval. In the meantime, work has commenced on the print policy.
- 3.5 The business case for Clinical Portal has been deferred and linked to the procurement of the EPR. It will be reviewed when supplier selection of the EPR is taking place and there is a better understanding of the portal offerings under EPR.
- 3.6 The communications plan has been approved and Trust wide briefings have commenced on the transition of services and the transformational projects. In addition, recruitment to the Clinical Advisory Groups has commenced with significant interest from clinicians being received.

### **4.0 IT Projects**

- 4.1 The following IT projects were delivered in the last quarter:
- Nerve centre implementation at LGH
  - Cohort implementation for Occupational Health

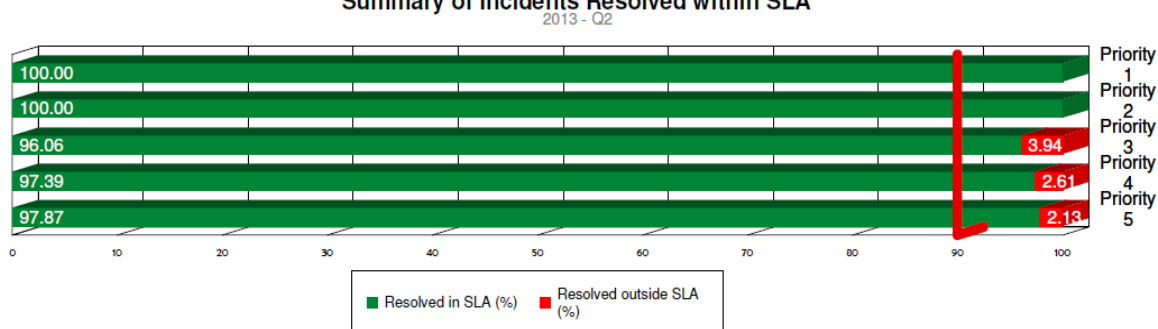
## 5.0 Customer Services and Operations

5.1 The number of calls received by the Service Desk over the last quarter was 11,805. Of these calls, 13.9% have been logged through the self-service portal and 25.4% by e-mail.

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

	Apr-13	May-13	Jun-13
Resolved	4561	4389	2691
Logged	4633	4360	2812

Summary of Incidents Resolved within SLA



## 6.0 Recommendation

6.1 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

**Andrew Seddon**  
Director of Finance and Business Services

**John Clarke**  
Chief Information Officer

20 June 2013

NAME	POSITION	INTEREST(S) DECLARED
Mr M Hindle	Trust Chairman	Non-Executive Director, Health Protection Agency (HPA); Non-Executive Director, Medicines and Health Products Regulatory Agency (MHRA); Council Member of the University of Leicester; Member of the Advisory Board of the University of Bradford Business School and Non-Executive Director, Public Health England. <b>Additional Declaration: Chairman of the East Midlands Academic Health Science Network (AHSN).</b>