

UNIVERSITY HOSPITALS OF LEICESTER NHS TRUST

Trust Board Bulletin – 26 September 2013

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

- **Updated Declarations of Interest** – Lead contact point Mr S Ward, Director of Corporate and Legal Affairs (0116 258 8721) – **paper 1**.
- **Quarterly report on Trust Sealings** – Lead contact point Mr S Ward, Director of Corporate and Legal Affairs (0116 258 8721) – **paper 2**.
- **Quarterly Information Management and Technology Update** – Lead contact point Mr A Seddon, Director of Finance and Business Services (0116 258 8945) – **paper 3**.

It is intended that this paper will not be discussed at the formal Trust Board meeting on 26 September 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.

NAME	POSITION	INTEREST(S) DECLARED
Ms R Overfield	Chief Nurse	Nil return.

UNIVERSITY HOSPITALS OF LEICESTER NHS TRUST

REPORT TO: TRUST BOARD
DATE: 26 SEPTEMBER 2013
REPORT BY: DIRECTOR OF CORPORATE AND LEGAL AFFAIRS
SUBJECT: SEALING OF DOCUMENTS

1. The Trust's Standing Orders (Standing Order 12) set out the approved arrangements for custody of the Trust's seal and the sealing of documents.
2. Appended to this report is a table setting out details of the Trust sealings for the 2013-14 financial year to date (by quarter).
3. The Trust Board is invited to receive and note this information.
4. Reports on Trust sealings will continue to be submitted to the Trust Board on a quarterly basis.

Stephen Ward
Director of Corporate and Legal Affairs

List of Trust Sealings for Quarter 1 and 2, 2013/14

Date of Sealing	Nature of Document	Date of Authority and Minute Reference	Sealed by	Remarks
29/4/13	Parent Company Guarantee by Interserve PLC to UHL NHS Trust	Trust Board – 25/04/13	Chairman/ Assistant Director – Head of Legal Services	Two originals handed to Baz Lad of LLRFMC on 14/5/13
14/08/13	Deed of Agreement between UHL NHS Trust and Interserve (Facilities Management) Limited relating to refurbishment and alterations with Level 2 of Balmoral Building at LRI to form staff Changing Areas and Theatre Arrival Areas	Trust Board – 25/04/13 Minute 3/1	Chairman/ Assistant Director – Head of Legal Services	Chairman authorised S Murray to initial incorporated documents. Originals held in safe at Belgrave House, LGH. 1 copy handed to Ian Currie.

To:	Trust Board						
From:	Andrew Seddon – Director of Finance and Business Services John Clarke – Chief Information Officer						
Date:	26 September 2013						
CQC regulation:	All applicable						
Title:	Quarterly Update on IM&T						
Author/Responsible Director: Andrew Seddon - Director of Finance and Business Services							
Purpose of the report: This paper summarises the activities for the IM&T Directorate over the last quarter from 1 July 2013, including an update on the following: <ul style="list-style-type: none"> • Transition of IT Services • IT Projects • IT Service Delivery 							
The report is provided to the Board for:							
<table border="1"> <tr> <td>Decision</td> <td></td> </tr> </table>		Decision		<table border="1"> <tr> <td>Discussion</td> <td></td> </tr> </table>		Discussion	
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Assurance	X						
Endorsement							

Summary/Key points: This paper summarises the activities for the IM&T Directorate over the last quarter from 1 July 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 - Transformational IT projects - Other initiatives supported by IM&T The transfer of services and staff under TUPE commenced on 1 August 2013 with no impact to operational services and extended the service desk to 24/7. The business cases for the transformational projects leading, *inter alia*, to the implementation of an electronic patient record (EPR) have started, with Document Management progressing well. Clinical Portal is on hold, Managed Print is being tested in terms of value for money and with EPR, we are assessing the National Programme option.			
Recommendations: The Trust Board is asked to **note**: - Progress on the MBP project - Performance and delivery of services within the IM&T Directorate over the last quarter			
Strategic Risk Register: N/A		**Performance KPIs year to date:** N/A	

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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
Requirement for further review?	No

Andrew Seddon
Director of Finance and Business Services

John Clarke
Chief Information Officer

20 September 2013

UNIVERSITY HOSPITALS OF LEICESTER NHS TRUST

REPORT TO: TRUST BOARD

DATE: 26 SEPTEMBER 2013

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

SUBJECT: QUARTERLY UPDATE ON IM&T

1.0 Introduction

1.1. This paper summarises the activities for the IM&T Directorate over the last quarter from 1 July 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
- 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 transfer of services was split into 4 waves to minimise the risk to the continuity of services. The table below summarises the services and when they are expected to transfer to either IBM or their sub-contractor NTT DATA:

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

- 2.2 During the last quarter, the following service towers have successfully completed their gateway reviews. The transition gateway is the process of scoping the services and leading from the infused phase to the transition phase of preparing for TUPE and undertaking knowledge transfer.

Major Milestones				
Description	Planned Date Due	If due date is revised, give reasons why	Revised Date	Completed Date
Transition Gateway - wave 3 Application Management (2)	31/05/13	Delay due to complex working arrangements and time required to capture job roles and service requirements.	21/06/13	27/06/13
Transition Gateway - wave 3 Projects and Programmes	31/07/13	Gateway review scheduled for 09/08/13 due to resource availability with first TUPE in same week.	09/08/13	09/08/13
TUPE Gateway - wave 1 Service Desk Ancillary Services Service Delivery Management Application Management (1) Data Centre IT Security	01/08/13	Gateway 2 completed with improvement plans agreed. Knowledge transfer to continue post TUPE.		23/07/13

- 2.3 The first wave of services transferred on 1 August 2013 as planned. Knowledge transfer was incomplete for two of these services due to annual leave, sickness and pressure of operational services. It was agreed at the transition review meetings to continue this process post TUPE and is expected to be complete by the end of September 2013.
- 2.4 The other issue with the first wave was ensuring a pension scheme was in place. The preferred choice was for staff to remain in the NHS pension scheme through the Fair Deals or the Directional Status scheme. An application was made in May 2013 to the Department of Health but no response was received in time for the first wave so the Broadly Comparable scheme was provided by IBM and NTT DATA for transferring employees. As this has higher employer contributions, the Trust is still pursuing the Directional Status scheme so staff can remain in the NHS pension on transfer or have the facility subject to legislation for staff to return to this post TUPE.
- 2.5 The service levels have been maintained post the transfer of these services and in addition the service desk is now operational 24 hours a day 7 days a week from a Monday – Friday 8.00 am – 5.30 pm service. Within the first week, IBM and NTT DATA successfully managed the issuing of smartcards to over 300 junior doctors on their August rotation. A few issues have been raised regarding understanding service desk operators and lack of local knowledge and these are both being addressed.
- 2.6 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 process was completed by 30 July 2013 in readiness for the first wave of TUPE. A workshop for staff was held on 18 June 2013 detailing the transfer arrangements and packs were issued. Individual 1:1 sessions and GAD pension workshops will be set-up for

staff in the month prior to each wave of transfers. This is running now for wave 2 staff.

3.0 Transformational IT Projects

3.1 The following transformational projects are underway:

- Electronic Patient Record (EPR)
- Electronic Document Records Management (EDRM)
- Managed Print
- Unified Comms

3.2 IBM have been meeting with the CMIOs and clinicians to understand their requirements and identify the benefits to develop the business case. Discussions with vendors and a number of visits to other hospitals with EPRs have been undertaken including the national programme system Lorenzo. The financial assessment for implementing an EPR is being assessed and due to be reviewed at the Executive Performance Board meeting on 24 September 2013.

3.3 A procurement exercise has been undertaken for a document management system (EDRM) and a scanning service to digitise all of UHL medical records. A preferred supplier has been selected for the EDRM solution and we are in the final stages of selecting the scanning service. A full business case is expected to be presented to the Trust Board by end of November 2013.

3.4 We have received prices from IBM, Ricoh are current supplier and SCC from the NHS framework for managed print services. A decision will be made based on the service provision and price. The first phase will be at Glenfield Hospital.

3.5 IBM is working with the CIO, CMIOs and clinicians to determine the requirements for unified communications and mobile working. The infrastructure to support mobile working will be assessed subsequently. The current switchboard technology is suitable for operational services for a few more years and will be excluded from the scope of unified comms at this stage.

3.6 The communications plan has been approved and Trust wide briefings have commenced on the transition of services and the transformational projects including the Chief Executive forum in July 2013. The CMIOs have received expressions of interest from over 140 clinicians from various professional groups and grades to participate in the Clinical Advisory Groups. The members will be participating in the transformational projects in terms of defining requirements through to implementation and leading change of working practices.

4.0 IT Projects

4.1 The following IT projects were delivered in the last quarter:

- Heartlab, Cardiac PACS replacement
- ED dashboard
- Consultant Job Planner reporting

- Holiday booking system
- ICE OP clinic letters and clinic lists
- Patient wristband upgrade

5.0 Customer Services and Operations

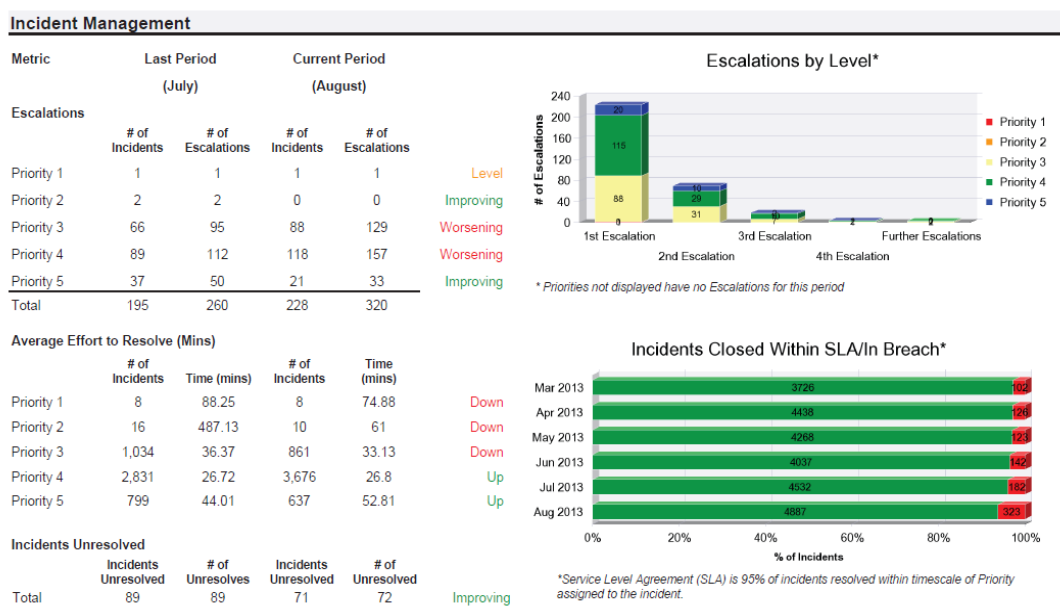
5.1 The number of calls for incidents and resource requests has both increased between July and August 2013. This is in part due to the holiday period in July 2013 and also more calls now being logged through the service desk as part of the transition to the MBP service. The table below summarises the number of calls logged:

Summary

Incident Management				Request Management			
Metric	Last Period (July)	Current Period (August)		Metric	Last Period (July)	Current Period (August)	
Incidents Created	5,871	7,387	Up	Requests Created	63	78	Up
Incidents Resolved	4,637	5,148	Up	Requests Fulfilled	52	54	Up
Created Incidents Open at end of Period	101	607	Up	Open Requests at end of Period	35	38	Up
Average Time to Resolve (Days)	3.69	0.03	Down	Average Time to Close (Days)	0.49	0.79	Up
Incidents Resolved in Breach of SLA (%)*				Change Management			
Priority 1	0	0.02%	Worsening	Metric	Last Period (July)	Current Period (August)	
Priority 2	0.02%	0	Improving	Changes Submitted	29	30	Up
Priority 3	1.21%	1.07%	Improving	Changes Closed	22	7	Down
Priority 4	1.98%	4.45%	Worsening	Change Category (%)			
Priority 5	0.58%	0.37%	Improving	Emergency			Level
*Service Level Agreement (SLA) is 95% of incidents resolved within timescale of Priority assigned to the incident.				Level 1	10.34%		Down
Average Time Incidents Open (Hrs)*				Level 2	27.59%	20.00%	Down
Priority 1	6.93	3.38	Improving	Level 3	62.07%	80.00%	Up
Priority 2	7.83	13.62	Worsening	Completion Status (%)			
Priority 3	17.28	12.01	Improving	Successful	95.45%	85.71%	Down
Priority 4	25.88	14.89	Improving	Failed/Rejected	4.55%	14.29%	Up
Priority 5	31.34	19.9	Improving	Retracted/Withdrawn	0.00%	0.00%	Level
*Duration in working hours (8am to 5.30pm) between Created date/time and Resolution date/time							

5.2 The responses to calls over the last six months shows an increase of over a 1,000 (31%) calls being resolved month by month but with a slight impact on meeting the SLA target times. This may in part be due to calls actually being logged rather than an actual increase in workload. The service towers that transferred to IBM and NTT have been able to deliver within the SLAs.

Statistics and Six Month Trend Analysis



6.0 Recommendation

6.1 The Trust Board is asked to **note**:

- Progress on the MBP project
- 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 September 2013