

P·R·O·F·E·S·S·I·O·N·A·L  
**DATA**CARE 



COMPUTING FOR A  
HEALTHIER FUTURE



ANNUAL REPORT  
1993 - 1994

## CHAIRMAN'S STATEMENT

The completion of the third trading year has brought Professional Datacare to a stronger position than ever before.

The year has been one of continuing success in consolidating existing contracts, winning new business, improving productivity and achieving the BS5750 Quality Assurance Management qualification.

It has been a noticeable feature that the market place is becoming increasingly competitive, with other suppliers demonstrating their intentions to increase market share at the expense of profit margins.

Healthcare customers are heavily involved in an increasing amount of Market Testing Information Technology services. For suppliers, including Professional Datacare, these activities are time consuming and expensive exercises, so the ability to identify real prospects early in the process is becoming increasingly important.

The attainment of the BS5750 qualification in February was just reward for almost two years investment and hard work by everyone in the organisation. It demonstrates that there is a tangible commitment to quality assurance and ever improving customer care.

The future is uncertain, however Professional Datacare is ideally placed to take advantage of any opportunities that may arise.

Dr. A.G. Thompson

## TRADING RESULTS

for 12 months ended 31st March 1994.	1992/93 £000	1993/94 £000	+/- %
Sales	6928.9	6920.3	-0.1
Costs	6624.5	6462.9	-2.4
Development Reserve	304.4	457.4	+50.3
WTE	137.2	127.6	-7.0

- Notes:-
1. The value of sales attributed to customers outside the North Western Region was £1057.5K.
  2. The favourable costs variance has been achieved by a number of efficiency measures including a reduction in staffing levels.
  3. The surplus which has been achieved has been retained in order to contribute towards the financing of the trading department, particularly current assets

### BALANCE SHEET - 31st March 1994

31/3/93			31/3/94	
£000	£000		£000	£000
	2,889.3	<b>FIXED ASSETS</b>		2,395.8
		<b>CURRENT ASSETS:</b>		
55.6		Stock	49.9	
1,077.6		Debtors	1,137.1	
100.1		Cash	672.5	
	1,233.3	<b>TOTAL CURRENT ASSETS</b>		1,859.5
		<b>CURRENT LIABILITIES:</b>		
	120.3	Creditors		289.1
	4,002.3	<b>TOTAL NET ASSETS</b>		3,966.2
		<b>FINANCED BY:</b>		
	2,889.3	Capital Account		2,395.8
	1,113.0	Balance Due to RHA		1,570.4
	4,002.3			3,966.2

## 1. BACKGROUND AND INFORMATION

This is the Annual Report for Professional Datacare a trading department of the North West Regional Health Authority. It has been produced following the completion of the third year as a trading department which ended on 31st March 1994.

The third year of trading has been another successful year with improved trading performance, additional business obtained throughout the United Kingdom, and the successful registration for the Quality Assurance Management System BS5750.

## 2. CONTENT

The report contains:-

- Narrative describing the main achievements from the business plan.
- Narrative describing omissions from the business plan.
- Trading Account.
- Balance Sheet

## 3. MAIN ACHIEVEMENTS

The major activities during the year have been associated with:-

- Maintaining service levels of services to existing customers.
- Extensions to existing services as defined in the business plan.
- The achieving of the action plan for business processes as defined in the business plan.
- Medium and long term activities designed to improve and strengthen the trading position.
- Responding to markets needs from existing and potential customers.

### 3.1 MAINTAINING SERVICE LEVELS

The major part of the business is the provision of operational computer services within a framework of service level agreements. Considerable attention was given to maintaining service levels during the year. There were no major instances of failure to meet service levels. The Service Desk produces management information in order that operational and support managers are able to monitor, control and where necessary improve performance. All customers with service level agreements were invited to take advantage of a mid term review. Reviews were undertaken with Tameside HA, Wigan & Leigh Health Services NHS Trust, North Manchester HA, Christie NHS Trust, Lancaster Acute NHS Trust, Lancaster Priority NHS Trust, West Lancashire NHS Trust, Chorley and South Ribble NHS Trust, Chester NHS Trust, East Cheshire NHS Trust, Wirral Hospitals NHS Trust.

An increasing number of customers are taking advantage of a review facility every quarter. This is proving an increasingly important mechanism for developing good working relationships with individual customers,

All fourth wave Trusts were visited and actions put in place to ensure a smooth transition of services to the new Trusts from April 1st 1994.

### 3.2. EXTENSIONS TO EXISTING SERVICES

- Continuing developments of the Standard Payroll System (SPS) carried out under instructions from the SPS Consortium.
- Implementation of the Payroll Data Query service.
- Completion of the Integrated Personnel System (IPS) development programme for the year (as agreed with the IPS User Group).
- Completion of the implementation of the new version of the National Child Health System.
- Completion of the implementation of file transfer and network security.

- Project Management and implementation of the Telepath Pathology System (in accordance with plan).
- Project Management and implementation of the Bull Berkeley Pathology System (in accordance with plan).
- Project Management and implementation of the Maternity System (in accordance with plan).
- Completion of the implementation of the Patient Administration System (PAS) at Chorley & South Ribble NHS Trust.
- Continuing development of the Front End System to link with other systems.
- Implementation of revised contract monitoring software.
- Development of the PRIDE II service for CMDS data using the CPAD data base.
- Further enhancements to the General Ledger System on behalf of customers.
- Implementation of Accounts Payable and Purchase Order System.

### 3.3 ACTION PLAN TO IMPLEMENT BUSINESS PROCESSES

As part of the business planning process a detailed review was undertaken in order to identify those business processes deemed to have a significant impact upon medium term performance.

A number of business processes were identified and were ranked in order of importance as follows:-

- Educate and train staff.
- Identify customer requirements
- Promote Professional Datacare.
- Monitor competition.
- Monitor customer satisfaction.

Action plans were put in place in order to satisfy the requirements of each business process. Activities throughout the year included:-

- A series of customer awareness seminars conducted with the assistance of Bolton Institute of Higher Education to all staff.
- A series of Presentational Skills seminars organised with Bolton Institute of Higher Education for senior managers which included the use of video playback of short presentations.
- A review of the effectiveness of the internal Training Programme.
- A programme of video presentations of general interest was organised for staff.
- A review took place of the induction training package, and improvements were made.
- Five stands at trade exhibitions were organised throughout the year:-

INSTITUTE OF HEALTH SERVICE MANAGEMENT IN BIRMINGHAM - JUNE 1993

EXCHANGING HEALTHCARE INFORMATION IN NOTTINGHAM - OCTOBER 1993

NWRHA MEMBERS STUDY WEEKEND IN BLACKPOOL - NOVEMBER 1993

HEALTHCARE COMPUTING '94 IN HARROGATE - MARCH 1994

HEALTHCARE FINANCIAL MANAGERS ASSOCIATION IN LANCASTER - MARCH 1994

- A double page feature about Professional Datacare appeared in the October issue of the monthly magazine Healthcare Computing.
- A new corporate brochure was designed.
- Issues of the in-house magazine continued to be produced, and improvements made.

### 3.4. STRENGTHENING THE TRADING POSITION

- Manpower Systems - joint development and marketing agreements. Further development has taken place to improve the links between the POWERtec manpower system and the Standard Payroll System

also with Professional Datacare's Direct Input of Pay System. An agreement is now in place with regard to marketing activities. Initial discussions with Peterborough Software in order to link their Manpower product, Open Door, to the Standard Payroll System did not develop into an agreement.

- Further development of the Direct Input of Pay System.

Further development and enhancements of this product in order to make it more attractive to the market place.

- Attaining BS5750

In February 1994 the department achieved registration for the BS5750 quality assurance management system. The registration is applicable to:-

"Operations and maintenance of a computer bureau and network services for the provision of information technology services to healthcare customers in accordance with the requirements of TickIT".

### 3.5 RESPONDING TO MARKET NEEDS

- Supply of Information Technology services to the Special Hospitals Services Authority.

Following a competitive tendering exercise the department was successful in obtaining a contract to supply payroll related business and application support services.

- Supply of the Direct Input of Pay System.

Following competitive evaluation of a number of alternatives, eleven customers in the Northern Region selected Professional Datacare's Direct Input of Pay System.

- Two customers in the Yorkshire region selected the Direct Input of Pay System.

- Supply of Information Technology services to the Oxford Consortium.

The provision of payroll related services for the Oxford Consortium who act as agents for the West Midlands Ambulance Trust for the production of payroll.

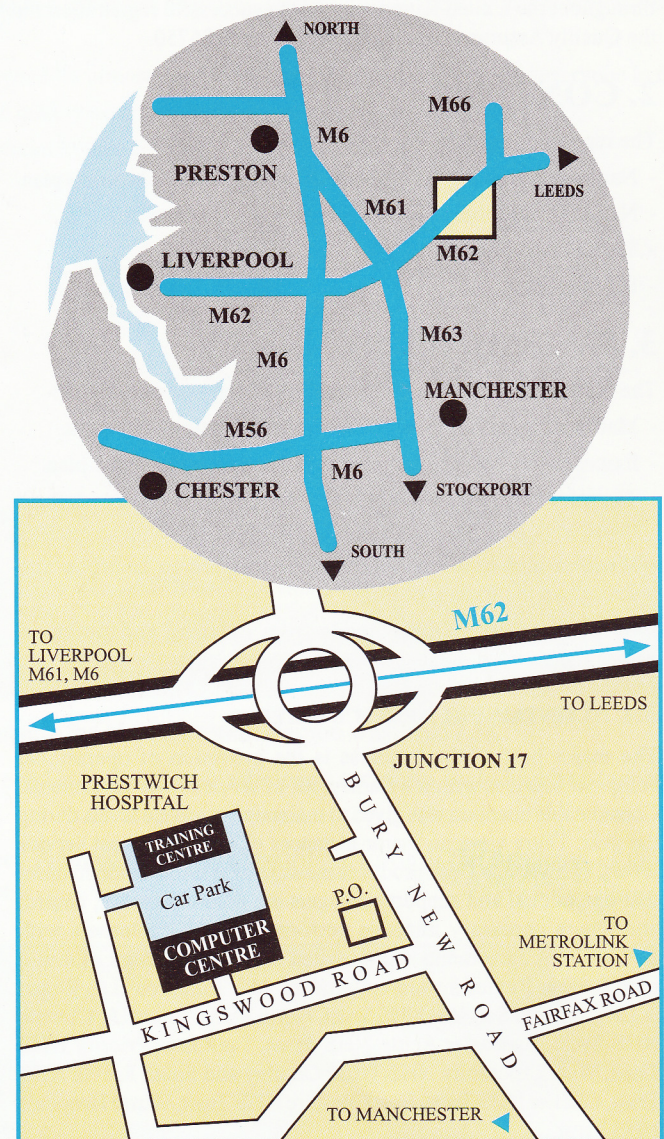
### 4. OMISSIONS

- Contracts for the provision of a bureau service were signed for 3 customers instead of the planned 4 customers.

- Contract for the provision of a Facilities Management service for the POWERtec Manpower System were signed with 2 customers instead of the planned 4 customers.

- Implementation of the Professional Datacare Direct Input of Pay System took place in 13 remote customer sites against 15 planned.

## LOCATION



Professional Datacare is conveniently situated for the national Motorway Network; we are literally two minutes from Junction 17 of the M62 which leads directly to every motorway in the country.

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