

DATANEWS

'PROFESSIONAL DATACARE - COMPUTING FOR A HEALTHIER FUTURE'

ISSUE 1 - MAY 1991

THE NEWSLETTER OF THE PROFESSIONAL DATACARE ORGANISATION

MESSAGE FROM OUR CHAIRMAN

I am sure you will find this issue interesting and informative. The production of a regular Newsletter is part of a move at Professional Datacare to become more sensitive to the needs and aspirations of customers, and keeping you informed and up to date with what Professional Datacare is doing will be a regular bimonthly event.

As Chairman of the Professional Datacare Board I have an interest in seeing the successful development of the organisation. The future is going to be exciting, challenging and rewarding. In order to achieve future success we must be well managed and have the necessary resources available. When you have finished reading this issue you will be in no doubt that Professional Datacare has a very experienced management team, supported by dedicated and enthusiastic staff.

I am particularly keen that we develop our commercial and business activities. In the second issue of Datanews, we will be telling you how we are going to expand our activities in these areas.

Your comments are always welcome and will be taken seriously. This newsletter is the first step in a planned programme designed to strengthen and develop the links with our customers. Please let us know of any problems.

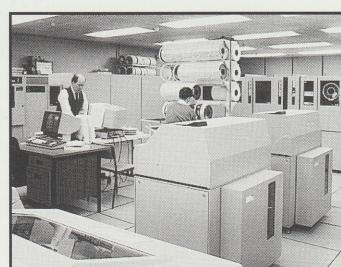
Dr. STEPHEN HORSLEY



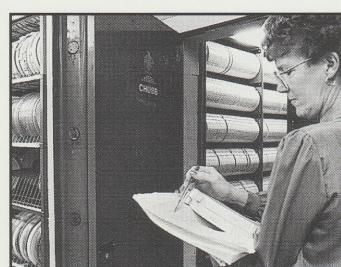
► We are fortunate at Professional Datacare in having a purpose-built computer centre. The single-storey building has several special features, including air conditioning, sun-reflective glass and raised modular floors to allow for the housing of a myriad of cables. Built in the mid-1970s to a design provided by one of the major international computer manufacturers, it provides an ideal facility for Professional Datacare. Our success in recent years and our planned future expansion have required the provision of a new building, which is expected to be completed before the end of this year.



► Visitors to the centre receive a warm and friendly welcome in our pleasant reception area. Security at the centre is tight and visitors are only allowed to proceed if accompanied by a member of staff.



► Entry into our computer room is restricted. A coded lock operates the door; the code is changed regularly and is only known to those staff with a need to gain access. The computer room contains most of our data processing equipment. Recent substantial investment has created a powerful computing facility unrivalled by any organisation of a similar size.



► Great care is taken to look after all data; a substantial strong-room contains thousands of magnetic tapes full of data. Customers should be reassured that their data is in safe hands. No expense has been spared in providing a truly secure facility. Diligent and dedicated staff like June Marshall ensure that all necessary procedures are followed.

A MESSAGE FROM OUR CHIEF EXECUTIVE

Our aim is to provide the best possible IT service available - this then helps you, our customers, to achieve your objectives now and for the future.

We have been busy for almost 2 years preparing for the change to a Trading Department from a Service Department. I must say that when April 1st came, we were ready for the change. Now the change has happened we are strengthening those areas of our activities which were low priority in the past. We must become much more sensitive to the needs and aspirations of our customers.

As part of that change, we shall be producing this Newsletter every other month, its aim is to keep you informed about what we are doing, and how we can help you. I also see our role as advisory for the broad IT issues which will affect all of us. I would like to think that we do keep up to date with developments in the market place, and that you would feel confident in using Professional Datacare as a reference for any IT queries.

The purpose of this first issue is to give you some idea of the resources we have. The photographs will give you an impression of our building, and the layout of our offices. You are, of course, most welcome to visit and have a closer look. Should you wish to do this then contact Ian Jordan on 061-773 9211 Ext.241.

I am conscious that space in this first issue is at a premium, so I am going to close now and let you read on.

RAY TUNNICLIFFE

BUREAU AND SUPPORT SERVICES

To ensure that you get the most from your computer system, we engage in a constant dialogue with the software writers and hardware manufacturers; this safeguards the continuity of existing systems and guarantees the development of new ones, to meet changing circumstances and requirements. We have established over 2,500 terminals and printers using remotely located computers. Our technical experts will advise you on the

creation and development of your own networks to increase the capabilities of your system, thus enabling you to accommodate future requirements.

All systems approved by Professional Datacare have a Systems Support Team, whose task is to maintain the software in order to ensure optimum operating efficiency.

Janet Proctor, Project Manager, discusses, with one of her staff, a current project involving the general ledger system. Professional Datacare have, since 1974, been responsible for the maintenance of the standard payroll system for the N.H.S., which is currently used by 11 other regions.

An important feature of the bureau service is the correct receipt of input data and the subsequent despatch of the relevant output to the customer; this important function is the responsibility of the staff of data control, whose duty it is to ensure that agreed deadlines are met and to check the completeness of the finished batches before releasing them for collection.

In addition to this support, a fast and efficient bureau service is available which is already used by all 20 districts within the North Western region, processing payments for over 90,000 people.



Many of our members of staff in the data preparation section are highly experienced in preparing information for data input. In order to ensure the greatest possible degree of accuracy, all data is keyed-in twice - once to enter it and a second time, by another operator, to verify its correctness. All data recorded on the machine (known as "key-to-disc" equipment) is written to magnetic tape and stored securely, off-site, as a contingency. This practice also

applies to the data stored on all other computers in the installation.



THE TEAM



The Professional Datacare management team shares 93 years' experience in computing between them.

Chief executive Ray Tunnicliffe has spent 23 of his 25 years with the North Western Regional Health Authority in computing, while systems development manager Peter Griffiths has worked in computers for 28 years and David Speight has 24 years' computer experience.

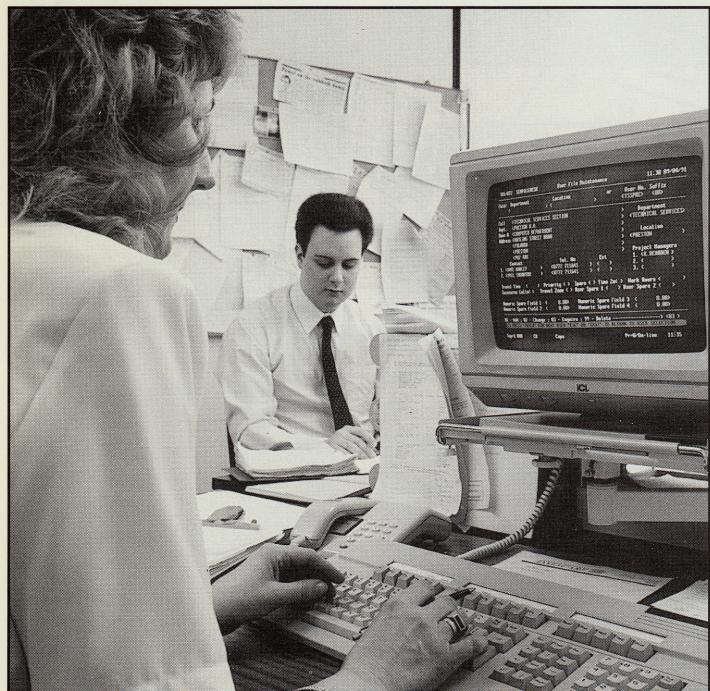
Technical services manager Ken Dearden has 18 years, all spent in the National Health Service. Out of those 18 years, 12 have been spent in the North Western Region.

Mr Tunnicliffe said: "It is our objective to continue to provide high quality, cost-effective information technology services to all our customers in the North Western Region."

The management board is made up of regional medical officer Dr S. Horsley, who is chairman, Tameside Health Authority chairman Councillor J.B. Leck, Lancaster Health Authority chairman Mr A.G. Thompson, district general manager of Burnley Health Authority Mr R. Crail and district general manager of Bolton Health Authority Mr R. Sutherland.

Other members of the board include Mr D. Edmundson, the regional director of finance, regional head of personnel Mr J. Lyons, Professional Datacare's chief executive Mr R. Tunnicliffe and Mr P. Griffiths, Professional Datacare's systems development manager.

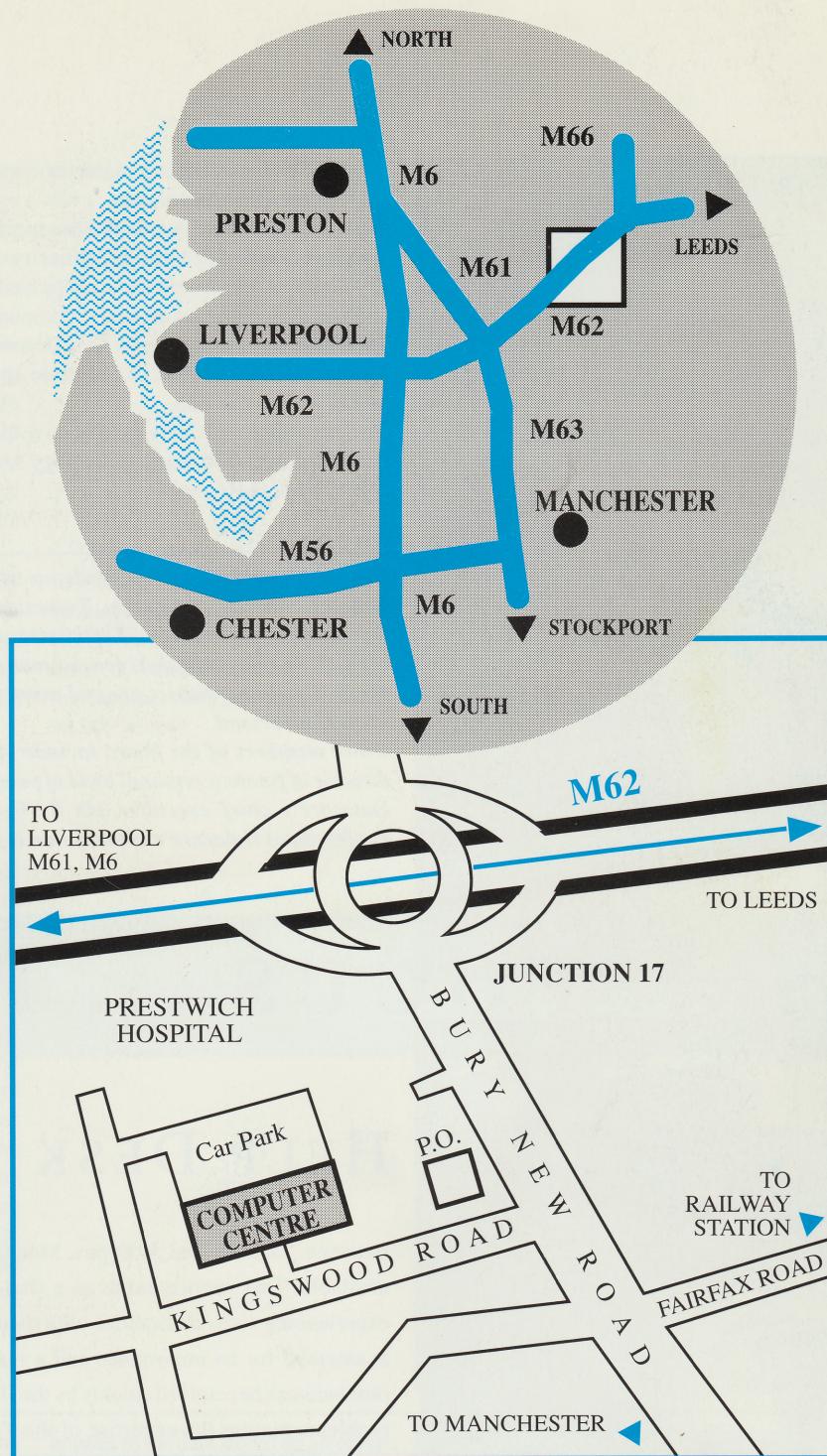
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HELP DESK

Between 7.45 am and 5.00 pm, Monday to Friday, the Help Desk is available. This service exists as a first contact for customers who are experiencing some difficulties with their data processing; each problem is assessed for its importance and a response time is identified. Some problems can be resolved quickly by the Help Desk staff. More complicated problems require the expertise of the Technical Support Services staff and/or Systems Support. All available expertise is then focused to achieve a speedy resolution of the problem. Heading the Help Desk team is Tony Todd, who is supported by Julia Smeeton and Jennifer Bennett; a combination of technical expertise and good customer relations are obvious attributes essential to the successful operations of this service. The aim is to deal with customer enquiries pleasantly, quickly and effectively.

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.

DATANEWS

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