BS5750 Accreditation Progress
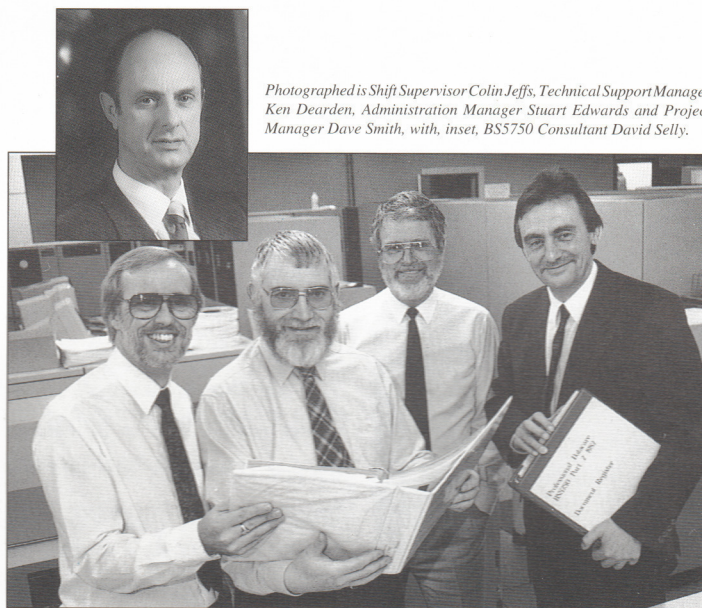

Photographed is Shift Supervisor Colin Jeffs, Technical Support Manager Ken Dearden, Administration Manager Stuart Edwards and Project Manager Dave Smith, with, inset, BS5750 Consultant David Selly.

BS5750 is the only universally recognised Quality Assurance qualification and Senior Management at Professional Datacare have decided that the organisation is to seek accreditation. Whilst recognising that much hard work will be required from all employees within the establishment to achieve this goal, without doubt commercial competitors are treading this path as an indication of their commitment to *Quality.*

An essential part of any such system is the Quality Assurance Manual which contains policy statements of every aspect of organisational operations. This manual is supported by a Procedures Manual, which describes in detail all the procedures undertaken within each area of Professional Datacare to fulfil the policy statements outlined in the Quality Manual.

Backing up the Procedures Manual is a Documents Register containing all the documents used in operating the procedures and which are used to demonstrate that the agreed policies and procedures are followed.

To help focus on the tasks ahead, an independent consultant - David Selley of Selley Associates - was commissioned to produce an initial audit report of Professional Datacare and to make recommendations of the assignments to be performed over a 17 month period from June 1992 to October 1993, when the application for accreditation is to be made.

To stress the importance of the work required, David has been retained to provide a monthly "watching brief" on the progress being made, and during

September/October presented a series of Quality Assurance Seminars to all members of staff. Early in the new year, David will also be undertaking a training programme for a team of internal auditors. Regular readers of Datanews will know that so far:

● The first draft of the Quality Assurance Manual has been completed. Inevitably however, work will need to be expended to amend and update this manual to reflect the material gathered for the Document Register and the procedures being compiled for the Procedures Manual.

● Almost 300 individual documents have been compiled for the Document Register, with more being received in dribs and drabs as the weeks progress. There has been general incredulity at the large number of documents and forms already in use.

● The Procedures Manual has resulted in the major expenditure of effort for

a great many members of staff - which obviously had to be fitted into the normal everyday-to-day work routine. The aim has been to complete at least 90% of all procedures before the Christmas break, with everything typed to agreed style before the end of January. After this date, all departments within Professional Datacare will be given a copy of their stated procedures for internal audit purposes.

David Selley says that he is very happy with the progress that has been made so far and at the time of writing is looking forward to implementing the audit team training programme and the audit exercise itself.

Work on the major task of typing all the procedures is well under way and it's anticipated that the internal audit team will begin their deliberations during the middle part of February.

The reason behind the requirement to

achieve BS5750 accreditation is *"To improve the Quality of the services provided by Professional Datacare and to demonstrate that there is commitment throughout the organisation to achieving consistently better quality".*

STOP PRESS

See you at
STAND A36
HEALTHCARE '93
HARROGATE

'WITH EVERYTHING CROSSED...'

Week 35 1992 will always be remembered at Professional Datacare as the week when the Mersey Contract went live. In addition to a seamless transfer of payroll processing the majority of Mersey customers were taking a UNIX version of the Direct Input of Pay, provided as a Facilities Management Service, the first customers in the UK to take this new service.

"What do you think!"

In August 1991 we conducted a customer attitude survey. At that time a commitment was made to make this a regular event. The senior management at Professional Datacare are determined to take whatever action is necessary to listen to our customers, and to react accordingly. During January and February 1993 Professional Datacare customers will be contacted by an independent market research organisation who have been commissioned by Professional Datacare to conduct a customer attitude survey. The company conducting this survey was commissioned following an extensive selection process which involved NHS supplies. The company is experienced, and has substantial and recent experience in the Healthcare market.

The survey will be completed and the report presented before the end of March. It is hoped that the April edition of Datanews will contain the results.

Following much testing and parallel runs the first live week was awaited with a quiet air of confidence. Dave Smith, Project Manager for implementation, was particularly relaxed knowing that his team has done everything possible to ensure a trouble free transfer. There is a rumour that he still has found it impossible to 'uncross' his fingers on both hands.

During the following 2 weeks three of our payroll customers also went live with the POWERtec Manpower System which is being offered by Professional Datacare as a facilities management contract to 2 (Macclesfield and Wirral).

The interface programme, which allows payroll data to be entered through POWERtec into DIP has been completed and is currently being Quality Assured. At a meeting on Thursday 10th December the payroll managers from Mersey were able to see a demonstration of the interface, and were delighted with the prospect of using the facility shortly.

It was pleasing to hear thanks being expressed by the Mersey managers to all involved with the Mersey contract from Professional Datacare. Now that payroll processing has been successfully transferred, the implementation of the Integrated Payroll and Manpower System takes priority.

Implementation of the DIP System at Chester took place in December. The product has been implemented on a SUN computer at Chester, and illustrates how flexible the product can be. It is now available on McDonnell Douglas, ICL, IBM and Sun UNIX computers.

AWAY DAYS

The Senior Management teams escaped for two days in November to a remote, isolated hostelry near Burnley. The purpose of this jaunt was to consider the future, and how Professional Datacare should be reacting to a rapidly changing market place; in other words business planning.

Prominent during the two day marathon was Chief Executive Ray Tunnicliffe, fresh from an intensive three week senior management course at the Manchester Business School. The group benefited from Ray's recent exposure to modern strategic management techniques.

The consensus of opinion of delegates was that the session was interesting, informative and very enjoyable.

NETWORKING SOFTWARE

Professional Datacare have been working in close co-operation with CRAY Communications to trial the most up-to-date version of Network Control Centre software version 6.1.

This new software will give each 6000 product a unique identifier called a network service access point (NSAP). This will work in conjunction with
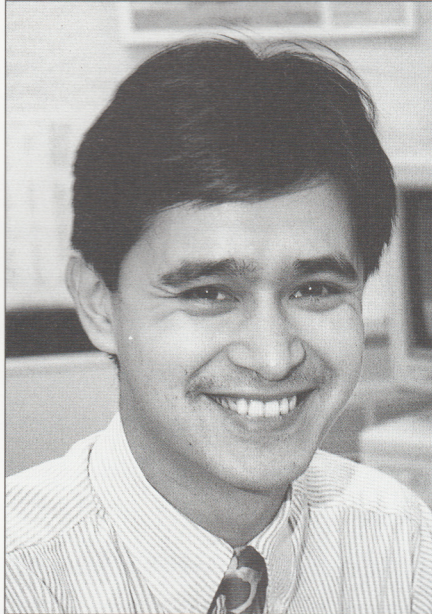
Ray Warrier *of Technical Services*

the upgrade to the wide area network to reduce the amount of spurious transmissions on the WAN, and therefore improving the quality of the service that Professional Datacare if offering to customers,

This software has been installed and working at Professional Datacare for a few months and access to this software is available through the Technical Service Support section.

Steps are under way to upgrade the WAN to enterprise routers allowing the following protocols to be supported:
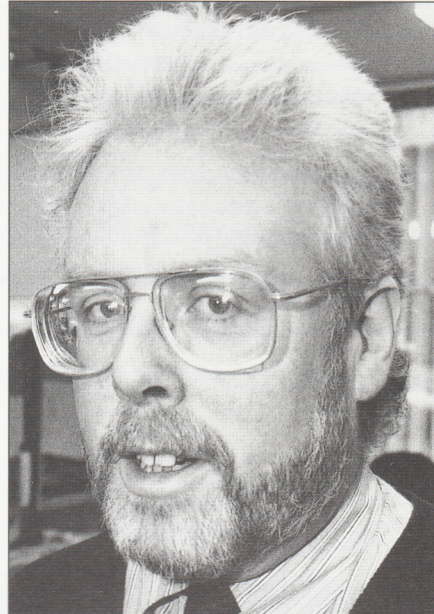
- TCP/IP

- DEC

- ISIS

- IPX

- CRAY OSI

Installation of these new routers will be taking place early in the new year.

PAYROLL DATA QUERY

Paul Reade *Manager, Standard Payroll Systems*

PDQ

System

The Payroll Date Query (PDQ) System has been developed by Professional Datacare on behalf of the National SPS Consortium, using the latest Relational Database technology. The system is now up and running for Professional Datacare customers in the North Western Region.

This new system is a major step forward in the computerisation of pay office records, saving hours in answering earnings based questions and in the provision of management information on payroll data.

The database will eventually contain details of every payslip produced by the Standard Payroll System over the previous 2 years. Details are automatically added each pay period as soon as payslips have been produced, and Professional Datacare are at present busily loading information into the system from historical archive files.

Using only a PC connected to the Regional Network, Pay Offices, Management Accounts and other Departments can now easily and quickly gain access to a wealth of information about pay, deductions and costs, information which has previously been very time consuming to collect.

If you would like more information about PDQ, or would like a demonstration of the system, please contact Professional Datacare.

How to Keep PAS Going

Recently, a number of computer managers have asked how they can reduce the down-time of their PAS systems caused by backups etc.
In order to reduce the down-time to a minimum, Professional Datacare would suggest that you follow one of the methods outlined below:-

Tim Hodkinson
DEC Project Leader, Technical Services

A Trade-in your current tape drive for a faster model. There are 2 fast tape units available, the TA79 and the TA91. To give some idea of the comparative speed of these drives, some example backup times are given below. The table shows the relative performance of these devices based upon the backup of a full RA90 (1.2GB) disk when compared with a TA81:-

TA81

WRITE THE DATE	=	42.7 MINUTES
REWIND REELS	=	21.5 MINUTES
TOTAL TIME		**64.2 MINUTES**

TA79

WRITE THE DATA	=	25.6 MINUTES
REWIND DATA	=	10.0 MINUTES
TOTAL TIME		**35.6 MINUTES**

Approximate cost to implement - £36,000* less trade-in of your current tape drive.

TA91

WRITE THE DATA	=	7.4 MINUTES
REWIND DATA	=	4.8 MINUTES
TOTAL TIME		**12.2 MINUTES**

Approximate cost to implement - £53,000* less trade-in of your current tape drive.

* prices shown are subject to change without notice.

All costs shown are based on DEC list prices and do not include VAT or discount. The times shown are based on ideal conditions that could never be achieved in reality, but they serve well-enough for the purposes of a comparison.

B A second tape drive could be purchased and the data backed up to both tape drives at once. This option is possible in theory within the SMS Backup Restore Manager (BRM) software but would require 2 VDUs (one for each backup). A new TA81 tape drive would cost approximately £23,940.00 excluding VAT and DEC discount. Warning, this option could seriously confuse operators!

Another method which could drastically reduce down-time is the application of VAX/VMS volume shadowing ie. every disk on the computer system has a duplicate and all changes made to the master disk are automatically applied to this duplicate. If a problem develops on one of the disks then the other can take over instantly thus keeping the system running even if one of the disks fails (master or duplicate).

The Phase II version of this software allows the VAX to control the disk shadowing itself ie. there is no need to purchase expensive HSCs (Hierarchical Storage Controllers).

Volume shadowing would mean that PAS would only have to be shutdown for a few minutes when a production backup was performed instead of being down for a few hours!

Volume shadowing also improves the performance of VAX systems as it makes disk read operations more efficient, however conversely the disk write operations take slightly longer.

The initial set-up costs associated with volume shadowing are high since extra disks have to be purchased and perhaps another disk controller and cabinet. The software licence would also need to be purchased (approximately £18,000 for the VAX 6000 series machine).

In practice, the minimum requirement to utilise Volume shadowing is the installation of the version E of the SMS Applications Environment.

The final method to improve backup times and thus reduce PAS down-time would be to purchase additional disk drives and use these to backup your PAS data disks instead of using a tape device. This would improve backup and restore times appreciably - typically reducing the time taken for a backup by over 60 percent.

This technique would have the added advantage that if one of your live PAS disks developed a fault, then it could be replaced with one of the disks from the 'backup-set' saving a minimum of 4 hours of disk acclimatisation time. The 'backup-set' of disks could be backed up to tape at a low priority with PAS up and running for extra security if required. This method, although useful by itself would also be the first step towards obtaining the full Phase II Volume shadowing implementation when budgets allow.

If you would like more information on this subject, Tim will be happy to provide further details.

UNIX PRINT PROGRAM

The Technical Services Department is in the process of developing and implementing a print program which rectifies a serious omission in the provision of Unix print utilities.

The program is designed to intercept output from the Unix spooler which is destined for remote printers connected over LAN TCP/IP sessions. The program will issue a TCP/IP connect request, route the output to the printer and then disconnect, leaving the network printer free to receive output from other sources.

The design of the program is such that it can detect exception conditions, such as a communications link break, the printer being turned off-line or running out of paper and the program will attempt to re-establish links to the printer for a defined period of time (currently 30 minutes) at regular intervals (currently 30 seconds). If a link is re-established, the print will continue where it left off. Printer busy is also catered for.

If a link cannot be re-established, the whole print file is transferred to a secure area for re-listing. Any saved prints are automatically re-listed by a background (Cron) job at hourly intervals.

The program was originally designed for the HP environment but has been ported to ICL DRS and will also be ported to the SUN environment. Porting to other environments can be performed to order.

The development has been undertaken out of necessity rather than choice because no such utility was available through the suppliers of these systems, who, it must be said, disappeared rapidly into the distance when asked to provide the facility.

It is anticipated that the product will be fully documented and available to customers from early 1993. Enquiries regarding the product should be made to the Technical Services Manager, Ken Dearden.

PAYMENTS AND GENERAL ENQUIRY SYSTEM (PAYGES)
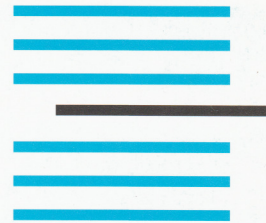
This is one of several financial systems dealt with by the financial systems at Professional Datacare.

PAYGES is an enhanced local payments system which runs on McDonnell Douglas hardware under the PICK operating system. It allows finance departments full control over timing of payments to suppliers, in order to maximise cash flow and control budgets.

It was piloted at West Lancs Health Authority early in 1992, and then installed live at Burnley in October 1992.

- Invoices are input by finance departments via fast entry screens.

- Invoices can then be selected for payment on the basis of:
  - Total cash available
  - Invoice due date
  - Priority ratings
  - Individual invoice numbers

- Invoices can be paid by either:
  - Electronic transfer of funds from bank (BACS)
  - Paymaster General Orders (PGO's)
  - Cheques

with Remittance Advices being generated for all payment types.

- All invoice information (both paid and unpaid) is fed monthly to the CA General Ledger system. This allows future financial commitment to be monitored.

- Full history of all payments made against a supplier will be maintained and be accessed to provide management information on invoices (processed and outstanding) by the use of standard enquiries or by a comprehensive ad-hoc report generator facility.

Current customers are on average retaining between £20,000 and £30,000 worth of invoices per month, with an associated cash saving, as a result of more efficient cash management facilities.

New facilities just installed include advanced credit note processing. System development is on-going and future enhancements are planned, in close consultation with customers. Installation and training is given by financial team staff (some of whom are pictured here), with post-installation support being provided via the Service Desk.

Demonstrations of the system are available on request - please contact Professional Datacare for further details.

Lesley Hopkinson, Project Leader, Financial Systems (seated), with Graham Tate and Viv Parish. The Financial Systems team responsible for PAYGES.

ROOM BOOKING SYSTEM

* No more double booking rooms

* See what is available at a glance

* No more confusion over a user's requirements

* The 'diary' will never go missing again!

* No more rewriting of the wall chart

* Refreshments at the right place, charged to the right person

* Additional equipment ordered automatically

* Administration knows who did what where and when

* Complete monitoring of percentage room usage.

* Cost analysis reports
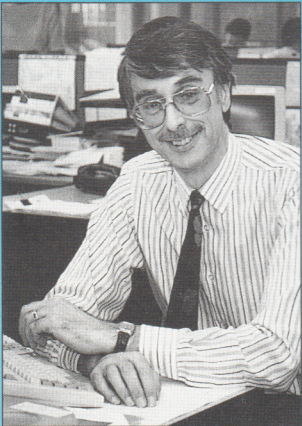
DENIS COLLIER

*Analyst/Programmer
Child Health/Integrated
Personnel Systems*

Primarily designed to meet the requirements of the Colleges of Nursing, this new development by Professional Datacare is finding a wider market. As a stand alone product used on McDonnell Douglas hardware but with other platforms available, the system is being implemented to manage room resources for education and training units, community units and authorities, where facilities for the various committee meetings are always in demand.

The system may be run on an entirely central basis controlling resources across many sites. To ease the central workload individuals may be given restricted access to examine room usage and make individual bookings in their own name. Equipment and/or refreshments may be ordered simultaneously and a print will be produced detailing the requirements for those concerned.

The central administrator can block book rooms for a period of up to twelve weeks at a time, and move, exchange, amend or cancel any booking. Should a room need to be taken out of use for any reason existing bookings will be automatically cancelled. In every case the system will produce written confirmation to parties concerned if required,

Reports include a detailed cost summary for each room analysed under various headings, a report of percentage room usage, a chart showing at a glance periods already booked, and a chart showing bookings week by week for each room.

The system has been designed to give maximum on screen help so that the most helpless can have confidence in it's use.

If you would like more information Denis Collier at Professional Datacare will be happy to discuss your needs.

ANCILLARY STAFF

No organisation, however successful, can function effectively without the help and assistance of the backroom staff who make up the Ancillary Army. If you as the reader don't believe this to be true, try managing without them in your place of work for a week. It won't take you that long to realise how important they are! Within Professional Datacare and throughout most similar organisations, ancillaries perform a multiplicity of tasks, most of which may be considered as routine or even mundane!.

Ancillary staff working at Professional Datacare are not strictly on the payroll of the organisation, but are instead employed by Salford Health Authority and seconded to work at Professional Datacare. Not that this has any bearing on their working relationship with the "permanent staff" - in fact the whole relationship is best described as seamless.

Cleaning Staff

The domestic Department at Prestwich Hospital has been looking after the cleaning requirements of Professional Datacare since it first opened as the Computer Centre in 1973.

At that time there were 4 Domestic Staff and 1 Supervisor on the evening shift and 2 part-time tea ladies covering morning and afternoon shifts.

The history of Professional Datacare shows that all Domestic staff seconded by Prestwich Hospital tend to stay for a number of years, clearly because they enjoy their work and they also find the staff at Professional Datacare helpful and friendly people to work with. Their duties range from the relatively simple tasks of vacuuming the carpets, to dodging in and out to clean the gents loo!

PAT JONES *Supervisor*

Pat has worked for the Health Service for 19 years and started at Professional Datacare on its opening day. She now keeps a regular and motherly eye on the Centre to ensure that it's kept up to its usual high standard of cleanliness.

JEANETTE CLEGG

Jeanette has been with the Health Service for 2 years and has worked at Professional Datacare for 8 months. Jeanette's husband is also employed by Salford Health Authority, within the Catering Department of Prestwich Hospital.

DENISE CASSEL

Denise is very much the newcomer, having only commenced working for Salford Health Authority 6 months ago. She has spent the last 4 months at Professional Datacare and says she has enjoyed her introductory days!

MARGARET STANDRING

Margaret has worked for Salford Health Authority for the past 5 years and was seconded to Professional Datacare only 6 months ago. She says that at the time she wondered what she was coming to, but was quickly reassured that most, if not all of the workforce at Professional Datacare are reasonably human! Margaret was unfortunately unavailable for the photographer.

Distribution Operatives

Professional Datacare employs 2 male staff members seconded from the distribution Department of the Hotel Services Group of Salford Health Authority. Again, both work on a half-day basis.

HUGH DAWSON

Hugh has worked for the Hotel Services Group of Salford Health Authority for almost 8 years, spending much of this time seconded to Professional Datacare. Hugh normally works the late afternoon shift.

Tea Ladies

Forget the Chief Executive! Forget the Business Manager! Don't even consider Project Managers! Their importance pales into insignificance when up against those really important members of staff, our Tea Ladies - more properly known under the overall title of Domestic Assistants.

Who amongst our readers would want to go through the day without tea or coffee breaks?

Two tea ladies are employed at Professional Datacare. Photographed below are Dorothy Brookes - predictably better known as Dot - and Shirley Carter. For reasons perhaps best left unsaid Shirley if often known as Mrs. Overall from the character portrayed by Julie Walters in the mini-series Acorn Antiques in the Victoria Wood Show.

Both Dot and Shirley work on a half day basis, with Shirley normally working a morning shift and Dot the afternoon - although with the many visitors now being received and Training Courses being held at Professional Datacare with midday buffet meals to be arranged, both ladies work in harmony together.

DOT BROOKES

Dot has worked for Professional Datacare for almost 5 years, commencing in February 1987 when it was known initially at the Regional Computer Centre. She started work for Salford Health Authority in July 1985 at Prestwich Hospital.

SHIRLEY CARTER

Shirley has worked for Professional Datacare for 3 years, and started her employment with Salford Health Authority at Prestwich Hospital on 29th January 1980.

IAN PAYNE

Ian has worked for the Hotel Services Group for Salford Health authority for 14 years and started work with Professional Datacare 6 months ago. Ian normally works the morning and early afternoon shifts, although both are flexible in their work routine, providing work cover for each other as required.

Their overall functions within the organisation are:

* Collection and Delivery of all mail to/from the Post Office

* Movement of security copies of all magnetic tapes between the Computer Room in the "Main" building and the offsite store within the Disaster Recovery Room of the Training Complex.

* Maintenance of stock items such as paper consumables from the main store at Prestwich Hospital to the store room at Professional Datacare.

* Maintenance of paper stock items from the store room into the intermediate buffer store room within the Computer Room.

* Removal of paper rubbish from the Computer Room to the scrap paper store for later disposal by incineration.

TRAINING

A new programme of training videos has recently been introduced to Professional Datacare. A 28" Colour Monitor and Video Player has been installed as part of the training aids equipment within the Training Complex and on each Wednesday educational videos are being screened.

The programme commenced on 2nd December with the Video Arts production "The Customer is always Dwight". This film illustrated that good quality management results in both quality of products and services.

The second and third films in the series were "The Unorganised Manager" Parts 1 and 2 in which James Bolam shows the chaos caused by mismanaging his own time. This self inflicted pressure takes its toll with the inevitable result of a heart attack. On arrival at the Pearly Gates, St.Peter (John Cleese) shows him the error of his ways!

Further showings scheduled for the beginning of 1993 are:

* **Quality - Why Bother?**

* **Quality and Communication**

* **A Sense of Direction**

* **If Looks Could Kill**

* **Telephone Behaviour**

* **The Process of Teamwork**

* **The Unorganised Manager - Parts 3 and 4**

Many of the scheduled titles are Video Arts productions - all of which use well known actors and actresses to get the particular training message across in a humorous and lively manner.

In addition to the video training, PC training for Administration staff has recently been undertaken by Bolton Institute of Higher Education. The course was held at the Training Complex at Professional Datacare and included

* **A half day introductory course to Microsoft Windows**

* **A two day basic/intermediate course in WordPerfect for Windows**

In the new year an advanced level course is planned for WordPerfect for Windows.

If you would like further information on Training Room availability, or would like us to arrange PC training with a local College of Higher Education, or arrange a video training programme, contact John Stanfield or Stuart Edwards on 061-773-9211.

PRIDE II

April 1993 will see the introduction of the PRIDE II Service. PRIDE II whilst continuing to provide the same facilities as its predecessor, PRIDE, will supply both Purchaser and Provider Authorities with on-line access to the Contract Minimum Dataset pertaining to all inpatient, outpatient and waiting list episodic events. Although names and addresses will be excluded for reasons of confidentiality, the data set for inpatients will be expanded to include ward transfer details and on-line access for the first time will be made available to maternity, birth and psychiatric details.

PRIDE II incorporates all the existing services that support Korner and CMDS and provides new facilities to access and interrogate the CMDS. PRIDE II comprises:

* **KES Datacapture Module**

* **CMDS Datacapture Module**

    - *Inpatients*

    - *Outpatients*

    - *Waiting List*

    - *Ward Transfers*

* **KARS Datacapture**

* **KH Returns**

* **KES Returns**

* **KP Returns**

* **On-line Access to Kes**

* **On-line Access to CMDS**

    - *Inpatients*

    - *Outpatients*

    - *Waiting List*

    - *Ward Transfers*

* **On-line Access to Outpatient Aggregates**

* **On-line Access to KARS**

* **KES/CMDS Coverage Analysis**

* **Mersey Clearing House Submission**

* **Mersey Data Receipts**

* **Telephone Support**

The main feature of PRIDE II lies within the design of its database to support the CMDS episodic information. Unlike its predecessor, the database is updated in-situ as opposed to being refreshed each month. This approach eliminates the need to hold duplicate copies of the data, as at present, and optimises on existing resources. Although at present, the database cannot be accessed directly via SPSS, development work is on-going with SPSS-UK to provide an SPSS interface and it is envisaged that the facility will soon be offered as a part of the service.

PRIDE II is planned to be a fully integrated system for the provision of hospital or charity management information.