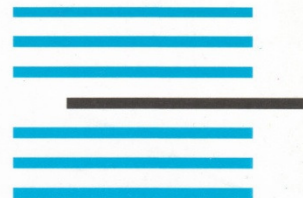


# DATA NEWS



'PROFESSIONAL DATACARE - COMPUTING FOR A HEALTHIER FUTURE'

ISSUE 10 - OCTOBER 1993

THE NEWSLETTER OF THE PROFESSIONAL DATACARE ORGANISATION

## THE HELP DESK...



*...we are  
only here to  
Help You!*

An increasingly important feature of Professional Datacare's (PDC) activities is the higher profile given to the Help Desk. Organisations like PDC who are providing Information Technology services are measured by their ability to react quickly and effectively to customers when there are problems to be solved or queries to be answered.

The Help Desk at PDC is regarded as the principle focus of customer communications. Pleasant, helpful staff are available from 8am to 8.30pm Monday to Friday; in order to ensure trouble free access to this important facility the following telephone numbers are always available:



The following procedures are in place in order to ensure that problems and/or queries are resolved in the shortest possible time:

1. A priority code is assigned to each query and a query form is raised which contains the details of the problem or information required. Each call is assigned a unique identification number.

2. An input/output tray located within each of the project team areas is used to deliver and collect queries and answers regularly throughout the day.
3. Each of the Project Managers maintains a log of queries, used as a method of chasing outstanding queries and also for analysis purposes to enable each Manager to determine recurring faults and to devise whatever appropriate corrective actions may be required.
4. When the query or request for information has been satisfactorily dealt with, the solution is entered onto the Query form and the Help Desk staff will then notify the relevant customer of the action which has been taken.
5. Statistical information is compiled on a monthly and quarterly basis to monitor the effectiveness of the project teams

*Julia White, left and Mary Duncan, right, with Supervisor Tony Todd in the background. Jennifer Bennett and Jacqui Holt unfortunately unavailable for the photo.*

**in resolving problems and answering queries within the Service Level Agreement times. This information is available to customers on request.**

Investigations are well in hand to electronically distribute messages throughout the establishment thereby eliminating the necessity of paper reporting methods. This will involve the introduction of a full Novell network - see the next issue of Datanews for an update.

For those who may be interested in obtaining a first hand view of the day-to-day routine within the Help Desk, visits to the centre can be arranged. It's often very useful to be able to put faces to names!

**HELP DESK ONLY :**

**061 798 0601**

(2 lines)

**MAIN SWITCHBOARD :**

**061 773 9211**

(10 lines)



# P·R·O·F·E·S·S·I·O·N·A·L DATACARE

## Training Centre

Professional Datacare has a fully equipped training centre capable of handling a multiplicity of IT training requirements. In addition to fulfilling the needs of Professional Datacare staff, the facilities have been hired and continue to be available for hire to PDC customers. As an indication of the increased use of training, seminar and meeting room facilities over the past 18 months, the average number of visitors to the centre has increased from 50 per month to almost 400 per month - an incredible 800% increase!

Pictured below is the main training room. This room has been fully kitted out with 7 networked PCs which can provide access to the mainframe computer to enable, typically Accounts Payable/Purchase Order (AP/PO) training, or alternatively to a fileserver or



as stand-alone PCs to provide wordprocessing, spreadsheet or graphics training programmes to be undertaken.

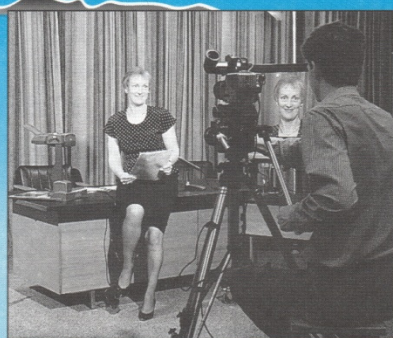
The course tutor also has access to a "data show" palette to allow students to view lessons from the tutors' PC via a large screen.



Above: Training Centre and Car Park.



Professional Datacare Board Room



Television Studio



Main Training Room. This room is fully equipped with PCs, White Boards, Flip Charts, Video and TV Monitor.

In addition to PC equipment, other training aids are available:

- WHITE BOARDS
- FLIP CHARTS
- OVERHEAD PROJECTION EQUIPMENT
- TV MONITOR
- VIDEO PLAYER
- LECTURERS TABLE WITH LECTERN

Offsite training involving the use of a closed circuit television studio is also available (see page 8 for further details).

## SPECIAL HOSPITALS

### Choose P·R·O·F·E·S·S·I·O·N·A·L DATACARE

The Special Hospitals Services Authority (SHSA) have recently signed up to take the Standard Payroll System, the Direct Input of Pay System, and the Payroll Data Query System. The total package is to be supplied from Professional Datacare's data centre in Prestwich. The successful contract negotiations represent a significant achievement for Professional Datacare as the hospitals involved, Broadmoor, Rampton and Ashworth presently use a PC based payroll system. The SHSA considered a number of options and following detailed negotiations chose Professional Datacare. The start date for the contract is April 1st 1994. Preparations are currently in hand to ensure that all the necessary preliminaries are successfully completed prior to going live in April 1994. The next issue of Datanews in January 1994 will contain more details of this interesting contract.

## NORTHERN REGION PAYROLL MANAGERS

### Choose The PDC/AT&T ISTEL Solution

Professional Datacare and AT & T Istel are working together to provide the majority of payroll offices (10) in the Northern Region with Professional Datacare's Direct Input of Pay System. The solution is being supplied as a managed service from the AT & T ISTEL data centre in Newcastle.

Professional Datacare have signed individual contracts with the Authorities and Trusts for the licence and software support.

Implementation of the DIP system has begun and will be completed before the end of the year.

Northern Region represents fertile hunting ground for Professional Datacare, the DIP contract establishes a working relationship with individual Trusts - and the opportunity to demonstrate to new customers the excellent service from Professional Datacare.

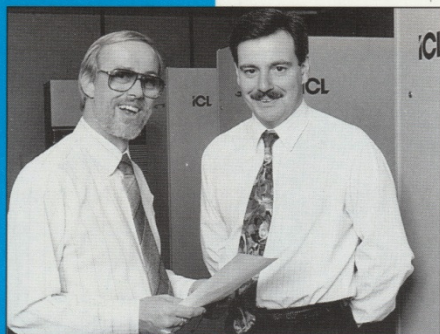
All the Payroll Managers involved attended a four day DIP training programme at the newly equipped **Training Centre** at Professional Datacare.



# MORE POWER

## to the User

### Biggest and Best in the North West!



▲ Colin Jeffs, Production Controller and Trevor Gunshon, ICL Technical Support Project manager

Professional Datacare have recently upgraded their ICL Series 39 mainframe computer from a dual to a triple processor configuration ( with an additional 96 Megabytes of memory) and have added an additional 10 Gigabytes of disc storage. This represents a 50% increase in processing capacity and 25% increase in online data storage.

Although this upgrade is primarily intended to satisfy the requirements of the Accounts Payable and Purchase Ordering system (AP/PO) now being implemented, it also means quicker, more consistent response times and improved batch run times for everyone! Colin Jeffs, production controller commented that we now have the largest ICL 3980 mainframe configuration in the Health service today! "For the first time, we are now in front of user demand which gives us a unique opportunity to improve our services to existing customers and compete for new business in the future!"

## ELECTRONIC MAIL

Professional Datacare is currently working with the NHS Wide Networking (NWN) project team on the procurement of an internationally Open Systems Integration (OSI) standard electronic mail system for use on the North Western Regional Health Authority data communications network. The procurement, involving the NHS Supplies North West Division, is following the POISE methodology and is expected to result in a pilot implementation in about twelve months time. If this proves successful, the service will be implemented on the NHS Spine network (unless this has already been performed by Racal) and the purchase contract will be used

to call off the implementation of electronic mail services for all other Regions.

The scope of the project in the North Western Region is to deliver electronic mail and electronic directory services to all FHSAs, GPs, purchasers and provides, although the initial implementation will result



Ken Dearden, Technical Services Manager and Maggie Parker, VAX Specialist. Tim Hodgkinson VAX Team Leader unfortunately unavailable for the photograph.

in very specific deliverables. One of these is the exchange of Pathology information between GPs and hospitals.

The network infrastructure is already in place, FHSAs being connected to the Regional data communications network by the end of October 1993 and all GPs being connected by the time the pilot project commences.

This is no simple task and requires considerable effort from all those involved in the project. There are also a number of related projects, such as:

- the conversion of the FHSA application by the FHSCU to the open system standard electronic mail
- the migration of GP systems to incorporate the open system standard electronic mail
- the interfacing of open system standard electronic mail to host computer systems such as Pathology
- the standardisation of the message structures for the exchange of information between computer systems (EDIFACT).

Professional Datacare is, in the best interests of both its existing and its future customers, actively pursuing all of these in conjunction with the procurement team. Preliminary discussions with VAMP have already taken place and these will continue, as will discussions with other GP system suppliers, at national level.

Professional Datacare has issued an open invitation to the Director of the FHSCU to visit the site to freely discuss these strategic development plans and to develop a much closer working relationship.

Meanwhile, Professional Datacare can offer the following advice for the implementation of interim data communications.

- Those GPs who require electronic data exchange must use a proprietary technique and are best advised by either their FHSA or Professional Datacare. GPs should avoid communications services which prevent them from accessing the Regional data communications network. GPs should also avoid housing several different communications devices, one for each service provided. A single communications device should be capable of delivering all services.
- Those who wish to implement electronic mail systems must ensure that they conform to the X400 (1988) standard and must ensure that the supplier demonstrates this by undergoing interoperability testing at the Information Management Centre in Birmingham.
- Those GPs purchasing new systems or enhancing systems must ensure that they operate in either a DOS or Novell environment and that the supplier contracts to implement full X400 (1988) integration to the application by September 1994.

Anyone requiring assistance with

- the purchase of open system standard computer systems
- the implementation of data communications services
- the integration of computer applications on different processors, including PCs and PC networks
- the exchange of information between computer systems

should contact Ken Dearden, Technical Services Manager at Professional Datacare.

## Congratulations David!



DAVID YATES - Senior Analyst/  
Programmer, Financial Systems

Professional Datacare congratulates David Yates, Senior Analyst/Programmer Financial Systems on achieving his BSc Degree in Computing. David successfully obtained his degree in July - just too late for inclusion into Issue 9 of Datanews - as a day release student at the Manchester Metropolitan University. David is now doing a final year to achieve a BSc (Hons) Applied Computing and all at Professional Datacare wish him the very best of luck!



The North Western Regional Health Authority has built one of the most advanced OSI-compliant wide area networks in the country.

Independent consultants have described it as "the best in the National Health Service." The NWRHA believes that it now has more expertise in the implementation of OSI than any other Regional Health Authority.

As recently as 1989 the network was, by the Authority's own admission, incapable of meeting the increasing demand for IT services. Today, any new device can be plugged into the network at any point and have instant access to any of the corporate systems.

The network is based on enterprise routers from Cray Communications. The NWRHA is one of Cray Communication's biggest clients and its support of the network is valued at more than £500,000 a year. The Authority and Cray Communications have together turned it into a showpiece for the rest of the Health Service.

The NWRHA is the second largest of the 14 Regional Health Authorities in England. It serves four million people from Stockport to Lancaster, encompassing the major urban area of Manchester, Blackburn, Blackpool and Preston.

The Authority's in-house computing department was set up in 1990 as a trading agency called Professional Datacare. In its first year of business, 1991/92, it had an income of £5.6 million and moved rapidly into a competitive culture. What were its "users", mainly the District Health Authorities, are now referred to as its "customers". They too have been transformed. Many of them are now Trust hospitals, funded directly by the Department of Health; many others have become "purchasing units".

They can all now choose whether to use the services of Professional Datacare or to go elsewhere, but the great majority of them have continued to use Professional Datacare and now have Service Level Agreements in place.

Professional Datacare continues to focus primarily on serving their needs, but it also has an eye to selling its services more widely, especially to other Regional Health Authorities. Professional Datacare is at present seeking to obtain the BS5750 quality certificate to help it retain its existing customers while expanding into new markets.

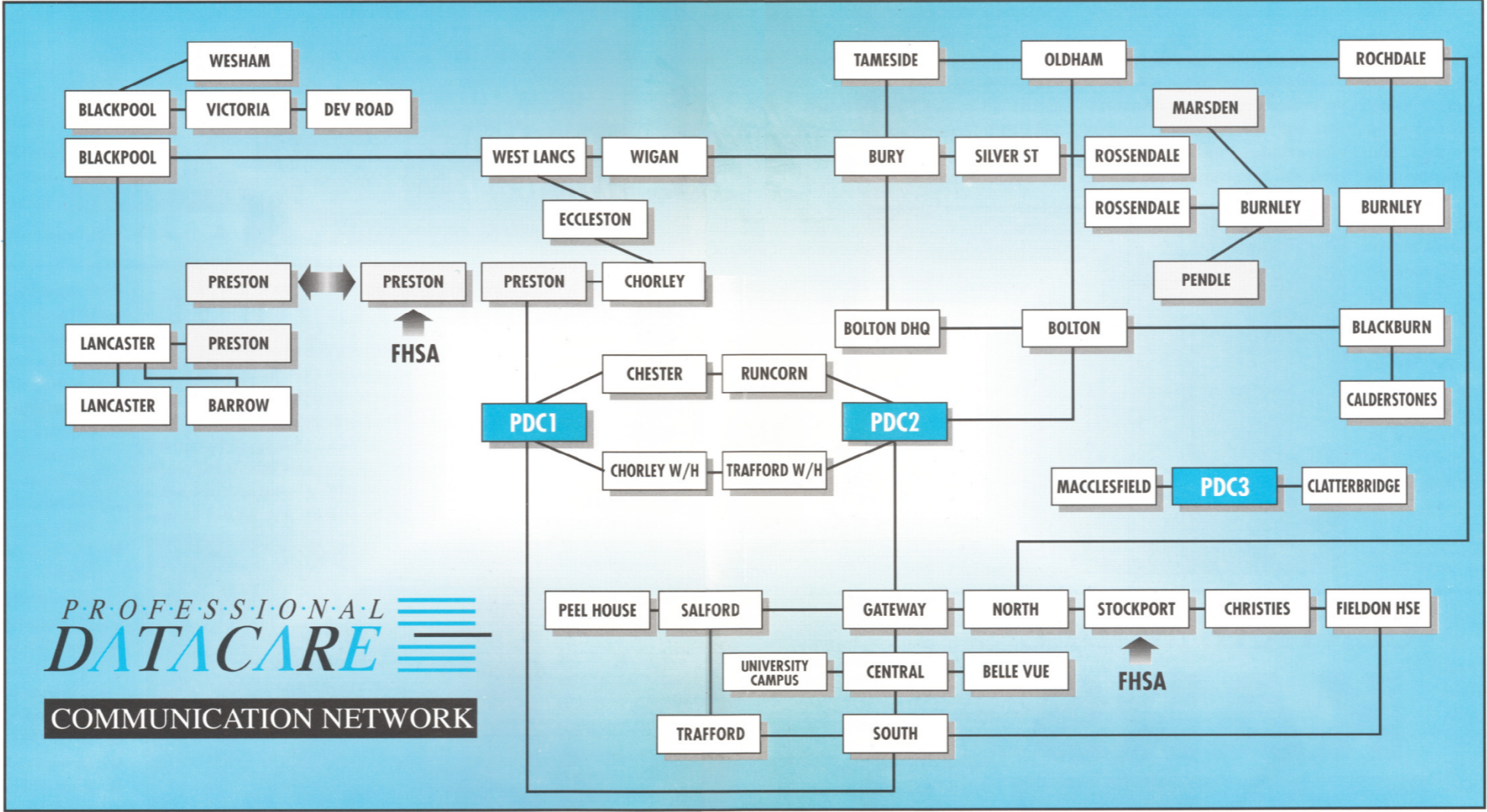
The network which it has to maintain is extremely complex by almost any standards. It consists of several very large machines - mainframes and minicomputers - of different makes, with 2,500 dumb terminals, around 50 file servers and some 500 personal computers attached.

The Authority has been an ICL mainframe user since the 1970s, upgrading its capacity every few years. At its data centre at Prestwich, on the north side of Manchester, Professional Datacare now has a triple node ICL 3980 mainframe with around 50 gigabytes of on-line disk storage. Professional Datacare are currently implementing an Accounts Payable & Purchase Order processing system for 14 customers onto the mainframe computer.

The network has 44 Cray Communications' routers, each representing a node which is a LAN at either a hospital or another healthcare site. These nodes vary greatly in size and sophistication.

The largest node is the Manchester Royal Infirmary, which is in turn connected by a fibre optic link to Manchester University and thus to JANET (the Joint Academic Network) and to the international Internet network.

# Professional Datacare Leads Move to OSI



The ICL mainframe at present runs an on-line general ledger system and an on-line child health system, supporting communications with 400-500 personal computers of various makes, mainly IBM, Compaq and Apricot, most of which contain a Cray Communications LAN card. Front-ending the mainframe are two ICL DRS 6000 mid-range machines, which provide on-line payroll input and health information services. Within each of the nineteen original districts of the Region there is a Digital VAX superminicomputer supporting a Patient Administration System (PAS) and a McDonnell Douglas Information Systems' Sequoia machine supporting financial and personnel services. The authority originally ran a networking system based on Dowty CASE (now Cray Communications) DCX 850 nodal concentrators, or asynchronous multiplexer switches. These served the 19 local districts. Dowty CASE Grapevine hardware was used to mix voice and data on local sites and feed it through to the DCX

nodes. The Grapevine hardware allowed the use of telephone points to install new terminals and thus avoided laying more cables. To this DCX network were added warehouse terminals and a stock control system, also based on McDonnell Douglas hardware. End-users were thus given a choice of which system they wanted to communicate with, but the network was far from satisfactory. "It had grown up without a structure", explained Professional Datacare's technical services manager Ken Dearden. "We had a networking strategy. It was all applications-driven and the network was just growing system by system." The result was low network resilience. But in 1989 it all began to change very rapidly. It was planned to launch a major expansion of the PAS and undertake a move to LAN-based host systems. At the same time a new system was needed to manage orders direct to suppliers and the Region decided to introduce a new

general ledger system based on the ICL mainframe. All of this involved an extra 600 dumb terminals and another 300 personal computers, increasing the total to around 2,500 devices on the network. These requirements forced a change in the whole networking system, because the existing asynchronous network could not communicate easily with the ICL mainframe which used block mode protocols. This led to a review of the networking strategy. A £1.7 million project budget was set up to cope with the transition and management consultants from Price Waterhouse were asked to recommend a strategy based on the International Standards Organisation's Open Systems Interconnection (OSI) model. OSI was then being strongly encouraged by the Department of Health's Information Management Centre, in line with a European commission directive on government communications standards. The objective was for the authority to move gradually towards conformance with the

Government OSI Profile (GOSIP). The management consultants were briefed that a principal consideration was to protect the authority's heavy investment in existing network equipment. Price Waterhouse's recommendation was for a hybrid network of multiplexer and OSI local area network equipment, allowing a migration to OSI-compliant systems which would protect that investment and minimise disruption to users. A number of the districts were already starting to implement their own local area networks. It was therefore decided to re-structure the regional network on a LAN arrangement rather than on the X.25 system, based on international standard interfaces to the BT packet-switched service PSS. Many other Regional Health Authorities have preferred to adopt X.25, but Price Waterhouse advised that because of the existing investment in networking equipment the high cost of converting to X.25 could not be justified.

The Price Waterhouse report said they should aim for "any-to-any-connectivity" - in other words, a single desktop system should be able to access any system on the network. The Price Waterhouse recommendations were accepted and Dowty Communications was appointed to manage the project, which was begun at the end of 1989 and completed early in 1991.

So the authority began to migrate to a LAN-based structure, with each district having its own LAN, and invested in Dowty CASE routers to achieve this. Dowty CASE routers were added to the network and became its backbone, replacing the DCX nodes as the first step of the migration to OSI.

Dowty CASE was the single source for all the hardware and software involved in the project - routers, terminal servers, gateways and the OSI stack on the PCs. This project led to a huge improvement in the network, but it still left a number of issues to be resolved. These included communication between the Internet TCP/IP and OSI protocols and slow response times on the PCs because of the difficulty of using asynchronous based protocols in a LAN environment.

Many other users in both the public and the private sector have been grappling with these types of problem and Professional Datacare thinks it has now found some of the solutions.

By the use of additional software above the OSI stack, it has managed to increase the efficiency of communications directly between the ICL mainframe and PCs.

The personal computers run the Network Designers Limited product HQLAN software over the Cray OSI stack providing on-line services to the ICL general ledger system.

After the successful completion of the OSI migration project, Cray Communications supplied Professional Datacare with personal computer software to support the OSIFTAM (file transfer, access and management) standard. This fulfils the important need of the authority for OSI-compliant file transfer between PCs and ICL, DEC or UNIX-based (ICL DRS6000 and Hewlett-Packard 9000) host machines.

FTAM is seen as a key element of Professional Datacare's network strategy. Ken Dearden believes that there are still very few sites which have implemented FTAM as fully as this.

In February, Professional Datacare upgraded the Regional network to new Cray Communications enterprise routers. The aim was to allow it to implement the National Health Service Network Service Access Point (NSAP) addressing system and to install software which would tighten security by controlling user access to remote devices.

Cray Communications' enterprise routers are based on 32mips RISC processors, providing a hardware platform fast enough to give backbone capacity for various types of LAN and protocol. This makes them an obvious choice to support such complex corporate systems as Professional Datacare's.

Ken Dearden said the £80,000 upgrade had been handled extremely efficiently by Cray Communications and he was impressed by the new emphasis on quality since the integration of Dowty into Cray Communications.

*continued overleaf*



continued from previous page

In September 1992 Cray Communications was formed by the acquisition by Cray Electronics of Dowty's information technology division. This brought together the resources and networking activities of the former Dowty CASE, Dowty Information Systems and Craycom companies.

Professional Datacare is not resting on its laurels, but has far-reaching plans aimed at holding on to its lead in OSI. After commissioning further studies by management consultancies Tallis, DMW Group and Pareto, it has this year launched three new projects: first, to move towards an X.400-based messaging system; secondly, to install an X.25 gateway to Racal's Healthlink system, the banking system BACS and BT's PSS; and thirdly to extend the Regional OSI-based communications network to general practitioners and to the family health service authorities.

"We acknowledge that there are risks in being a leader in introducing new technology and we have sometimes paid the price for that, but we believe that the rewards we get justify taking those risks" said Ken Dearden.

"Now we can plug in any device anywhere on our network and get instant access to any service. We can also much more easily implement a new service. It works as easily as the phone system, but it is also all under central control. I don't believe that any other health authority in the country yet has this degree of flexibility."

Not surprisingly, some other health authorities are starting to come to Professional Datacare for advice on their connectivity problems, encouraging Professional Datacare's hopes of being able eventually to sell its services to a wide range of customers outside the NWRHA.

The close working relationship between NWRHA and Cray Communications was developed with the assistance of NHS Supplies - North West Division. This has brought substantial benefits to both the NWRHA and Cray Communications.

Ken Dearden commented: "For us the biggest benefit of working with Cray Communications is that we have a one-stop supplier for our networking products. This gives us a special relationship with them - we can tell them what we want and ask them to deliver a solution as quickly as possible."

# Accounts Payable

After extensive testing by Professional Datacare and Region's Accounting Systems Implementation Team followed by a long period of piloting by Trafford Health Authority, the new Accounts Payable system has been accepted by 14 customers and the implementation programme has commenced.

The Accounts Payable system, which will replace the aged Creditor Payments system, is a Masterpiece 2 product from Computer Associates, the supplier of the general Ledger system used extensively within the North Western Region. It is an on-line real time system which runs on the ICL mainframe computer located at Prestwich. The computer has recently been upgraded with a third

processing node and additional disk storage to accommodate the new system.

Although running centrally at Prestwich, the system is very much under the control of the customers, who will use Personal computers and printers, located on their premises, to connect to the system

via the Regional Network. For example, all printing (reports, remittance advices etc.) will be done on the customer's own printers.

Accounts Payable is a very comprehensive open-item system. It has powerful on-line features providing immediate access to supplier, invoice and payment information. Payment scheduling and various payment methods such as BACS, Cheques, Payable Orders and RFT1 Transfers are all catered for. There are many analysis and management reports produced to



Laurie Cullidge Project Leader and Ray Gallagher Senior Analyst/Programmer, Financial Systems

The upgrade to SMS PAS Version 5.5 saw the introduction of Model KARS (Korner Aggregated Returns System) as the data collection system for hospital facilities and utilisation statistics.

Although the system collects similar information to that of its predecessor, KARS, the format of the Returns reflect more closely the statutory requirements as defined by the Department of Health.

Its introduction has seen the development of "Central Model KARS", a system designed for the collection of the returns from each of the Provider Units for their

onward transmission to the Department of Health. The system supports nineteen different types of Returns which on receipt are validated for format and conformance before being placed within the PRIDE II database.

The system provides a series of reports which detail the information received, the validity of the data, and the cumulative activity accrued to date for each return. And

## CENTRAL MODEL KARS



Ray Lamb (seated) Project Leader, Irene Davies, Ian Brookfield, Stephen Baker & Gary Murphy Analysts/Programmers, Medical Systems. Project Manager Paul Meskell was unfortunately unavailable for the photo.

as the Returns are stored directly within the PRIDE II database the information can be accessed immediately for management purposes using the INGRES tool set within PRIDE II.

Since the system was introduced in June 1993, following the close of the 1992/93 Returns, the first quarter Returns were successfully made to the Department of Health in August 1993 and a series of three workshops carried out in September 1993 to which representatives from each DMU/Trust were invited.

It is proposed that a further workshop is held at

Professional Datacare specifically for those wishing to access the information via PRIDE II.

The system will be developed to provide for the annual Returns to the Department and the inclusion of facilities to further aggregate information to main speciality detail. Further information can be obtained by contacting Paul Meskell at Professional Datacare.



assist with payment control, reconciliation and cash flow management. The system has all the necessary security features that are required in a payment system with each customer's data being held in separate databases. As would be expected, it is fully integrated with the General Ledger system.

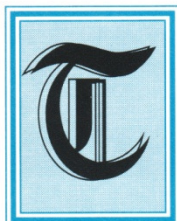
To assist with the setting up of the system, Professional Datacare have developed a program to extract supplier information from the customer's current automated payment system and transfer it to the customer's Personal Computers for manipulation. Professional Datacare have also developed very user friendly facilities - known as Packaged MAC - to assist the customers with the control and running of batch work, such as report production for both during the working day and overnight. Training in the new system, both user and Packaged MAC, is currently being provided by Professional Datacare to all customers.

In a future edition of DataneWS, there will be details of Purchase Ordering and commitments. These are two further products that have been purchased from Computer Associates and are fully integrated with both the Accounts Payable and the General Ledger systems.

# WHO SAYS CHIVALRY IS DEAD?

STEPHEN BAKER

*Analyst/Programmer, Medical Systems*



Throughout the summer most people plan their holidays and think about where to go for their weekends. I spend most weekends in summer dressed up in armour, sometimes sat on horseback, knocking seven bells out of my friends re-enacting battles using real steel weapons (albeit blunted) and armour.

Recently my particular group began training in the use of horses, and for the first time at Horsham we put on a display involving fighting on horseback. The crowd loved it (so incidentally did the horses!).

In 1986 I joined the Sealed Knot (Society of Cavaliers and Roundheads). This society regularly fields over 2000 cannons and muskets. My friends and I

branched out from this to fight at Tewkesbury in 1991. This is currently the largest Mediaeval battle re-enactment in the United Kingdom fielding up to 800 combatants, most of whom wear plate armour. The battle is an annual event, taking place on the second weekend in July. The normal size of the combat displays, however, is 50 to 100 combatants.

My current battlegroup consists of twenty fighters (wives and girlfriends are actively encouraged to fight). Of these we have five regular riders and four more getting to the stage at which they can begin fighting from horseback. We are currently recruiting about five new members a year, all of whom spend at least two full weekends training with the weaponry and then serve a full years probationary period to help iron out any problem areas.

The equipment we use is all carefully researched and the weapons and armour are all made of steel, allowances are made for safety and comfort, in that whilst riding the helmets are lightweight and based upon proper riding hats, and the emphasis is upon padding rather than protection. The spin-off from this being the interest gleaned from a great deal of research during the winter months.

Financial restraints mean that we have to make most of the equipment ourselves (a full suit of armour can easily cost £2000, not to mention swords and other weapons). Anyway, where can you buy a chain mail shirt from? Or even a thirteenth century saddle? As it is I believe that so far the equipment has cost each of use in excess of £300. But at least I've learnt a few skills along the way (not to mention bashed thumbs and lots and lots of small cuts).

The bottom line being that we treat the society as both a serious hobby as well as an unofficial sport, with the benefits of hard fitness training, and the ability to raise funds for charity, whilst, most of all, thoroughly enjoying yourself.

The horses are all hired from a horse rescue centre and the overall charge of them is in the hands of the owner. The

horses are all trained up slowly to fight, and at no time are they ever in danger. The owners makes sure of that. In fact we help raise needed funds for stables.

## CONGRATULATIONS<sup>2</sup>

Regular readers of *DATANews* will recall that in Issue 9 we reported that Jennifer Bennett and Janice Palmer hit upon the idea of raising money for local Hospices by making cakes for sale at tea breaks.



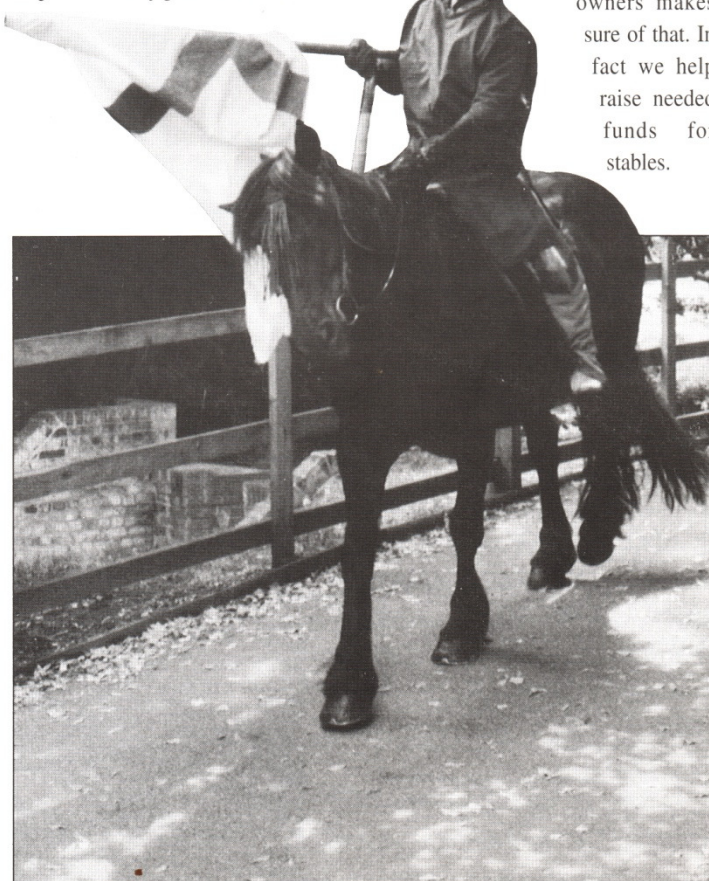
*Jennifer Bennett and Janice Palmer*

Initially their aim was to raise £500 by Christmas '93, but by the end of October they will in fact have reached the magnificent sum of £1,000 - a tremendous achievement by anybody's standards! Recipients of their fund-raising activity will be St. Ann's Hospice, Little Hulton and

Springfield Hospice, Rochdale. Plans are already in hand to continue their fund raising, with funds next time perhaps being donated to local Children's Hospices.

Congratulations to Jenny and Janice on a fine achievement and good luck for future activities.

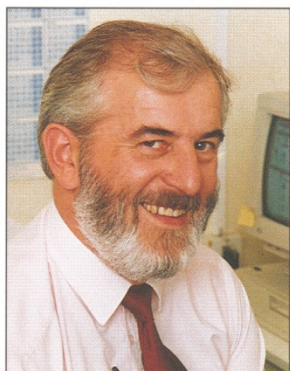
Co-incidentally, Jenny is also to be congratulated in achieving another milestone in her life by reaching a "certain age" which for discretion will not be divulged. But for those with an interest in history, it was the anniversary of Monty's finest conquest!





# The Document Review - Ongoing Quality at

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



**JOHN AXON,**  
Quality Assurance Manager

Professional Datacare has reached a milestone in the continued move towards Quality by passing the Document Review stage of the BS5750 Quality Assessment. Michael (Mike) Hall Lead assessor for Lloyd's Register Quality Assurance (LRQA), the organisation

chosen by Professional Datacare to carry out the BS5750 Quality Assessment, undertook the Document Review on the 16th September 1993.

The day started with the Introductory meeting at which the scope of the main assessment was agreed by both Mike Hall for Lloyd's Register Quality Assurance Ltd. and John Stanfield Business Manager for Professional Datacare and the documentation was discussed. A tour of the organisation followed to familiarise Mike Hall with the layout of Professional Datacare. After this Mike spent the rest of the day reviewing the Quality Manual, which is the statement of Professional Datacare's Quality Policies, against the Procedures

Manual, which are the procedures covering the actual working practices. These procedures must adequately cover the Quality Policy Statements and the Quality Policy Statements must cover the requirements of the British Standard BS5750. Also available for assessment was a copy of the forms used at Professional Datacare in a Document Register.

Two full copies of the Document Register were completed ready for the document Review. Following favourable comments at the end of the day a further eight copies of the Document Register will be completed to increase the number of copies to ten, numbered for document control purposes and issued to the individual departments as a reference document of all the forms.

Ten new Auditors have volunteered to join the ranks of the existing Auditing team, boosting the number of auditors to 21, to carry on the process of continued procedure review by internal audit. Each Procedure will be audited at least once a year.

The new auditors will initially commence their training working with the existing team of qualified auditors. A formal training course has been arranged with the Manchester College of Arts and Technology for early November.

The accreditation assessment date has been set for 15th/16th December 1993, only some ten weeks away as *DATANews* goes to press. In the run up to this assessment the staff at Professional Datacare are honing their working practices and studying the procedures to ensure a smooth and satisfactory certification.

Certification to BS5750 is not the end of the road. Ongoing commitment is required from all members of staff to maintain the high standard of the Quality System. LRQA will carry out a six monthly visit to Professional Datacare to review the Quality System and ensure that the standard attained for the assessment is maintained.

Every three years Professional Datacare will be completely reassessed to satisfy LRQA that the Quality System is in use and maintained to the standard required for certification.

## Bolton Institute of Higher Education

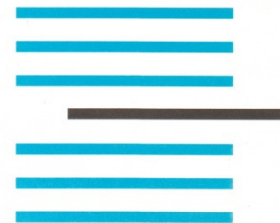
Professional Datacare have recently collaborated with Bolton Institute of Higher Education in providing Presentation Skills courses for all Senior Managers. This involved the use of a closed circuit TV studio at Bolton Institute, where each Manager was required to give a 15 minute Presentation to a relatively small number of people followed by the agonising experience of watching their own performance on video! Most, if not all, regarded the prospect with some initial trepidation, but on reflection found it to be a very worthwhile experience.

In addition to the Presentation Skills courses, Bolton Institute have also been

asked to provide a series of Customer Awareness Seminars, which all members of staff will be required to attend. These Seminars are scheduled to commence in early January 1994.



Closed Circuit TV Studio at Bolton Institute



### IN THIS ISSUE

- Help Desk
- 
- Training Centre
- 
- Special Hospitals Choose PDC
- 
- Payroll Managers Choose PDC/AT&T ISTEEL Solution
- 
- More Power to the User
- 
- Electronic Mail
- 
- PDC Leads move to OSI
- 
- Accounts Payable
- 
- Central Model KARS
- 
- Chivalry is not dead
- 
- The Document Review
- 
- Bolton Institute
- 

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