

DATA NEWS

'PROFESSIONAL DATACARE - COMPUTING FOR A HEALTHIER FUTURE'

ISSUE 11 - MAY 1994

THE NEWSLETTER OF THE PROFESSIONAL DATACARE ORGANISATION

BS5750/ISO9002 TickIT



Registered Number 929264

Thursday February 17th 1994 will be a date that everyone at Professional Datacare will remember. An air of nervous anticipation hung menacingly over the organisation. Something important was about to happen!

The day of assessment had finally arrived. This was the day when Professional Datacare would know whether it had been successful in becoming a BS5750 TickIT Registered organisation. It was almost 2½ years since the decision was taken to begin the journey towards BS5750 as part of a corporate objective to raise awareness of quality issues within the organisation. It soon became apparent that the project was a major activity which would have an impact on everyone.

Progress through the project followed a well defined and recognised sequence which went as follows:

Stage 1 - Enthusiasm

Stage 2 - Disillusionment

Stage 3 - Panic

Stage 4 - Search for the Guilty

Stage 5 - Punishment of the Innocent

Stage 6 - Praise and Honours for the non participants

continued on back page

THE OXFORD CONSORTIUM

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

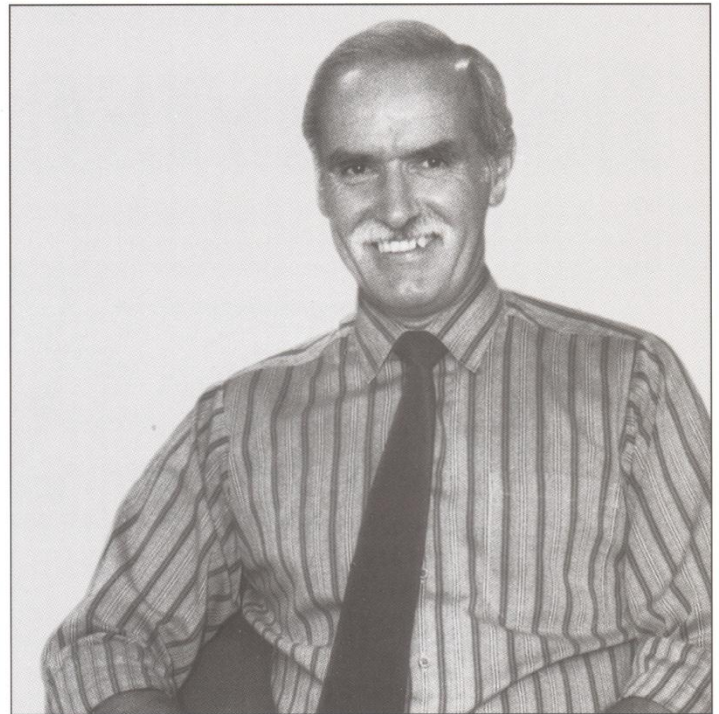
FOR THE WEST MIDLANDS AMBULANCE SERVICE

The Oxford consortium have chosen Professional Datacare to provide Direct Input of Pay and the Standard Payroll System Facilities Management for the West Midlands Ambulance Service.

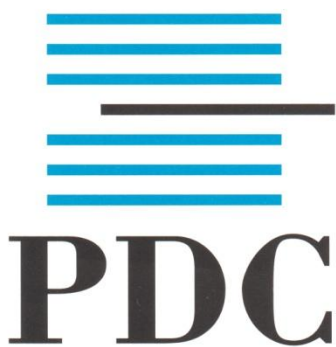
The consortium provide a paymaster service to a number of Trusts and for their newest customers chose Professional Datacare to provide the computing power.

Contracts were signed in late January with the payroll service starting in early February. Initially, because of the extremely tight deadlines imposed by the customer, it was necessary to input data using the Professional Datacare bureau.

Communications links were installed in February and the Direct Input of Pay (DIP) was available in March.



Bob Phillips



EXPAND NETWORK

Professional Datacare have expanded their wide area Router network yet again with the connectivity of The Oxford Consortium Financial Services Division.

The Consortium based in Headington Oxford are now using the Professional Datacare Direct Input of Pay (DIP) running on a DRS 6000 machine situated on site at Prestwich. To achieve this connectivity a 64Kbps Kilo-stream BT circuit was installed from the Oxford Consortium Finance Dept. to the nearest node on the Professional Datacare Router network. This keeps the revenue costs to a minimum and could provide re-routing in the future as the network expands further.

Due to the distance involved within this project Professional Datacare used JIG-NT, a consultancy company that Professional Datacare have used over the past two years on several projects to provide installation and project management for the Oxford end of the link.

With this link in place to Oxford it gives Professional Datacare the opportunity of sourcing other customers within the West Midlands who may be interested in purchasing their services.

Welcome to

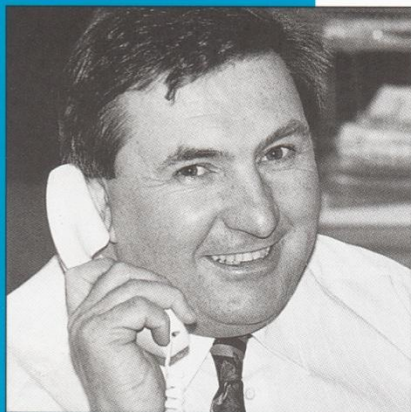


Professional Datacare would like to welcome Nick Trimble and the staff of TEAMWORK, who have recently moved premises.

Full details of the move will appear in the next issue of DATANEWS.

WELCOME TO

Paul Street!



Paul Street

November saw the substantive appointment of Paul Street as Project Leader within the PAS Team.

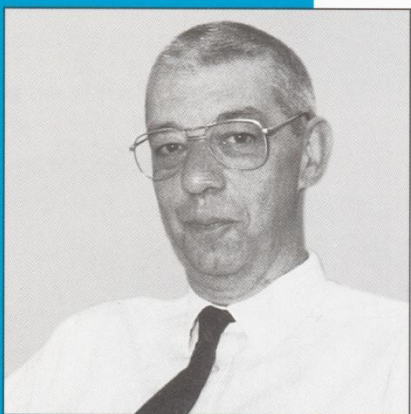
Paul was originally employed on a short term contract to project manage the rollout of the Regional Maternity System, but following the retirement of Peter Whittaker, he was appointed to take over responsibility for completing the rollout of the Regional Radiology System and to work alongside Donald Crombie, PAS Team Project Manager, to implement the major system upgrade to the PAS System throughout the Region.

There must be a definite case of déjà vu in Paul's mind as seven years ago he worked alongside Don Crombie and Peter Whittaker in implementing PAS and Radiology Systems throughout the Region. Who says life does not go round in circles?

Prior to joining Professional Datacare, Paul was the Hardware Products and Marketing Manager for one of the countries largest computer dealers/distributors, and before that, was the District Computer Services Manager at Oldham Health Authority.

FAREWELL

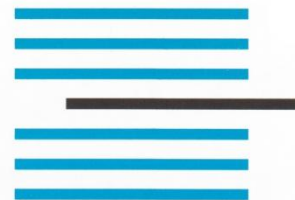
Peter Whittaker



Peter Whittaker

After almost 20 years of dedicated service to the National Health Service, Peter Whittaker finally handed in his book of Latin phrases and stories for every occasion to opt for a quieter life - the moors above Oldham. November saw Peter regrettably taking early retirement, and sacrificing his daily fight with standing traffic and cones on the M62.

Peter originally joined the NWRHA as an O & M analyst in 1975 where he worked for approximately eight years before a brief spell with Rochdale MBC and rejoining the RHA as a member of the Health Care Computer Team. He originally worked on the computerisation of a common hospital and Family Practitioner records system. This was only a short step from the beginning of PAS Systems in the NW Region and Peter has been a stalwart of the PAS Team, responsible for implementing PAS and Radiology systems throughout the Region. His visualisation to the success of these systems was widely acknowledged throughout the region and was demonstrated by the sheer number of people who gave their best wishes to Peter on his retirement. His presence and experience will be missed within Professional Datacare and throughout the Districts and Trusts. I am sure I speak for his many friends everywhere in wishing Peter a long, healthy and happy retirement.



PDC

Has a New **CHAIRMAN**

Mr A G Thompson O.B.E. has been appointed Chairman of the Management Board of Professional Datacare.

Mr Thompson is Chairman of Lancaster Acute Hospitals NHS Trust and is the lead Chairman of Trusts in what used to be the North Western Region.

The new Chairman regards his new role as one of a facilitator, by helping Professional Datacare to broaden its customer base into existing and new markets.

Mr Thompson has many contacts in commerce and the health market which he believes could be of use to help to further promote Professional Datacare. The other members of the Management Board are:-

MR A G THOMPSON
Chairman

Lancaster Acute Hospitals NHS Trust

MR R E P CRAIL
Chief Executive

East Lancashire Health Authority

MR J L MOORE
Chief Executive

Chorley and South Ribble NHS Trust

MR D G EDMUNDSON
Regional Director of Finance

DR S D HORSLEY
Regional Medical Officer

MR R TUNNICLIFFE
Chief Executive
Professional Datacare

MR P GRIFFITHS
Systems Development Manager
Professional Datacare

SPECIAL HOSPITALS

Choose

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The Special Hospitals Services Authority, which administers Broadmoor, Rampton and Ashworth Hospitals, have chosen Professional Datacare to supply Payroll Services. The SHSA chose Professional Datacare following an intensive procurement process which involved receiving a number of payroll systems and supplies. Professional Datacare and the Standard Payroll System with the Direct Input of Pay systems were the preferred option.

Following a successful implementation programme, payroll services began at the beginning of April. It was smiles all round when the first payrolls were successfully processed without any major problems.

SHSA have signed a three year contract with Professional Datacare.

HEALTH-CARE '94

March 21 - 23

Thousands of Information Technology specialists flocked to Harrogate during March 21 to 23 1994. It was the Healthcare Computing Conference and Exhibition, this year bigger and better than ever.

Professional Datacare were fortunate with the location of their stand being near the main entrance to the exhibition. During the three days hundreds of delegates visited the PDC stand and were interested in the range of services being promoted. A number of contacts were made during the exhibition. These leads will be actively pursued.



Dr. K. Boardman from the Walsgrave NHS Trust in Coventry discussing business with John Stanfield



John Stanfield and Dr. F.B. Bewick discussing Professional Datacare's services

HFMA

March 25 - 27

The cream of the financial functions in the NHS were prominent at the annual weekend study course organised by the Health Service Financial Managers Association at Lancaster University.

A number of nationally known figures gave interesting papers on very relevant topics. This ensured a high level of attendance. The weekend was over subscribed with 50% more delegates than last year. A large number of contacts were made both with existing and with potential customers. The Professional Datacare stand was very popular with delegates who were particularly interested in the business systems that were being promoted.

Next year the study weekend is being held at Gatwick - Professional Datacare will be there.

MEMBERS STUDY DAYS, BLACKPOOL

November 10 - 11 1993

Professional Datacare supported the Health Authority members study days at Blackpool in November last year. Members took the opportunity to discuss matters with Ray Tunncliffe and John Stanfield.



Janet Proctor, John Stanfield and Mike Loftus of Professional Datacare discussing tactics with Jo Ledson (centre) from BJHC.



P·R·O·F·E·S·S·I·O·N·A·L
DATA CARE

ON SHOW

EXCHANGING HEALTHCARE INFORMATION

Nottingham October 25 - 27 1993

Professional Datacare were one of the major exhibitors at the Exchanging Healthcare Information Conference and Exhibition held at Nottingham University in October last year. The event was organised by the British Journal of Healthcare Computing. Thousands of delegates and visitors flocked to the event which was a great success. Professional Datacare were able to promote the networking and communications expertise that has been developed in-house, and which is now being marketed externally.

YORKSHIRE TRUSTS

Choose

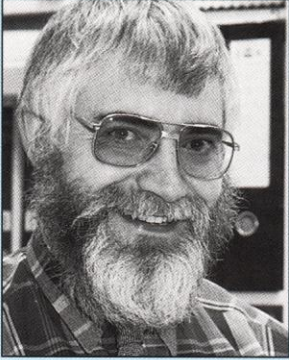
P·R·O·F·E·S·S·I·O·N·A·L
DATA CARE

Two Trusts from the Yorkshire Region have implemented the Professional Datacare version of the Direct Input of Pay system. Both Harrogate Health Care and Scunthorpe and Goole Hospitals have installed DIP on McDonnell Douglas computers in January 1994. An interface exists to the existing SPS bureau facilities run by Anderson Computing. Professional Datacare are now exploring the development of another UNIX version of DIP with one of the Yorkshire customers.



PROFESSIONAL DATACARE HAS THE EDGE

Ken Dearden



In the beginning Professional Datacare created the Regional data communications network and implemented the UK GOSIP protocols. And the interactive protocols were without form, being asynchronous and inefficient. And Professional Datacare moved upon the marketplace. And Professional Datacare said let there be block mode protocols and there were block mode protocols. And Professional Datacare saw the network utilisation and that it was much reduced. And the network was divided between block mode protocols supplied by Network Designers Limited (NDL) and character based protocols supplied by Cray Communications Limited. Thus HQLAN running under DOS and IBM compatible PCs was implemented to use block mode protocols to communicate with the ICL mainframe services. But Professional Datacare was not satisfied with this implementation and the original HQLAN purchase contract obligated NDL to develop a Windows based product.

The Windows equivalent of HQLAN, TCT is now a strategic component of NDL's Edge range of products. Professional Datacare has demonstrated that this single communications package can meet almost all the needs of any LAN based PC user. It provides

- * **OSI TRANSPORT CLASS 4 PROTOCOL STACK WITH FULL OR NULL NETWORK LAYER**
- * **TCP/IP PROTOCOL STACK**
- * **OPERATION OVER NDIS**
- * **OPERATION OVER THE CRAY COMMUNICATIONS OSI STACK**
- * **ICL VME INTERACTIVE SCREENS (ICABXX)**
- * **ICL VME AND DRS 6000 UNIX REMOTE PRINTING (DPP)**
- * **ICL VME AND DRS 6000 UNIX FILE TRANSFER (FTF)**
- * **ICL Y13 BLOCK MODE PROTOCOL FOR UNIX ON DRS 6000**
- * **X29 PAD BLOCK MODE PROTOCOL WHICH CAN BE USED WITH ICL DRS 6000 UNIX**
- * **VT 320 EMULATION WITH FULL KEYBOARD CONFIGURATION**
- * **TELNET**
- * **UNIX FILE TRANSFER (FTP)**
- * **INTERRUPT 14 FOR USE WITH OTHER TERMINAL EMULATORS**
- * **INTERRUPT 5B FOR USE WITH ICL FORMS**
- * **STAND ALONE, GATEWAY OR NOVELL NETWARE LOADABLE MODULE OPERATION.**

More recent developments involve the use of a product called Application Bridge in conjunction with TCT to build a prototype Windows GUI interface to the CA General Ledger.

Application Bridge is a fourth generation development tool capable of generating Windows applications in a matter of days. The software can draw upon a variety of remote host applications and PC data bases to build any number of composite application windows. The end user is totally unaware of all the background activity. And all of this requires no modification to the scroll-mode (or screen-mode) host applications from which the information is drawn.

The two major outstanding deficiencies within TCT are connectivity to DEC VMS applications using LAT and the introduction of an FTAM module.

Professional Datacare has succeeded in connecting TCT to DEC VMS applications using LAT through the Cray Communications LAT gateway. However, this will only work if TCT is instructed to connect to a specific port on the LAT gateway. Each port has its own unique TSAP (Hexadecimal 3000 + the port number) and must be free to receive the connection. Furthermore, the connection will be rejected if the gateway is password protected.

Discussions are continuing with DEC and NDL regarding either direct connection between TCT and DEC VMS hosts using the OSI transport or the development of the proprietary Cray Communications OSI name/address resolution protocol, including passwords, within TCT. Such a development would not work over the Cray OSI protocol stack but would work over NDIS on the Cray Communications LAN card using the NDL OSI protocol stack.

FTAM is also being discussed with both Cray Communications and NDL with a view to providing a Windows based product which could appear as a module within TCT, as do FTF and FTP.

Data Administration Service

From 1st April 1994, Professional Datacare will be offering a Data Administration Service to the Provider Units in the former North Western Region.

Provider unit Chief Executives within the former North Western Region decided that, due to the changing role of the Regional Health Authority, a consortia approach to handling changes to requirements which would affect the Patient Administration System (PAS) would be beneficial.

In order to facilitate this process, the post of PAS Data Administrator was established as part of the PAS Team. Mary Winney was appointed to the post and moved to Professional Datacare from the Data Administration Section at Gateway House in December. Mary started work in the NHS in the Medical Records Department at North Manchester General Hospital in 1980 and moved to Professional Datacare from the Data Administration Section of the Regional Health Authority in 1989, where she was most recently working as Assistant Regional Data Administrator. Mary joined Professional Datacare in December 1993.

ANOTHER FIRST FOR

P·R·O·F·E·S·S·I·O·N·A·L
DATA CARE

**Computing Services Association -
Membership approved**

Professional Datacare has recently been accepted as an affiliate member of the Computing Services Association, the first NHS in-house trading organisation to be accepted.

The Computing Services Association is the trade organisation for companies supplying computing services in the U.K. The membership contains most of the major companies in the Information Technology sector.

The main benefit of membership will be to increase Professional Datacare's personal networking capability throughout the industry, and to improve the profile and reputation of Professional Datacare amongst customers, prospects and the competition.

The service to be provided can be split into two main functions and these are detailed below:-

DATA ADMINISTRATION FUNCTIONS:

- Receipt and interpretation of Data Set Change Notices (DSCN's) on behalf of Provider Units and to advise customers of the implications on PAS.
- To act as a reference point for data definition enquiries.
- To advise on requirements for provider based aggregate returns, and to respond to queries from Provider Units on data definitions/content of returns.
- To ensure that mechanisms are in place for the maintenance of reference files used in conjunction with PAS.
- To provide support to the subgroups of the PAS User Group.
- To facilitate the Health Records Forum initiative and to support its work groups.
- To generally keep abreast of issues being debated nationally/regionally which may have an impact on PAS and to advise customers accordingly.

SYSTEM SUPPORT FUNCTIONS:

- To advise customers on the effect changes in Provider information requirements will have on PAS and, where necessary, to assist in specifying changes to the system to meet the revised requirements.
- To liaise with suppliers of PAS systems on the functional requirements to ensure that changes to the system meet the specified need.
- Where required, to assist customers to Quality Assure (QA) new versions of the PAS system.
- To work closely with customers in order to ensure that the PAS system continues to meet central requirements and the needs of the customer.
- To provide a customer support service, responding to queries related to the PAS.
- To provide statistics on the overall performance of PAS in terms of System Performance Reports (SPR's)

Issues such as the implementation of ICD10 (International Classification of Diseases, 10th Revision) which is used for the coding of clinical data and amendments to the waiting list functionality are currently high on the Data Administration agenda, along with the organisation of the Health Records Forum which is to be held on 19th and 20th May.

It is hoped that the combination of the Data Administration role and the service already provided by the PAS Team will result in a more rounded service to customers.

PRICES HELD FOR 1994/95

*Good News
For All
Customers*

Professional Datacare wrote to all customers in January 1994 to announce that prices would be held at 1993/94 levels for the financial year beginning 1st April 1994. An action programme for improving efficiencies is currently in place. New business obtained will be provided with a minimum increase in resources. Professional Datacare is constantly reviewing its methods and procedures in order to guarantee service levels in the most effective way. High quality and cost effective services are priority objectives at Professional Datacare where the customer comes first.

continued from front page

The essence of the BS5750 system is that those procedures important to the delivery of products and services are documented. Working practice mirrors the written procedures and documented evidence exists that these written procedures have been followed. The objective is to create a high level of consistency in the delivery of products and services.

As a consequence of achieving a higher level of consistency, Professional Datacare have found that a self critical and objective approach to reviewing the way things are done is encouraged, and in turn this has improved procedures and work methods. Following three days of intense assessment which analysed all aspects of the Quality Assurance Management System, the accredited organisation, Lloyds Register Quality Assurance Ltd. (LRQA) awarded Professional Datacare the BS5750/IS09002 TickIT qualification. The logo on the front page of this issue of DataneWS can now be used by Professional Datacare on all corporate literature.

There was tremendous relief and satisfaction that the 2 1/2 years hard work by everyone had proved successful.

LRQA Ltd., who carried out the initial assessment will be responsible for the six monthly surveillance visits, the first in August 1994, and six monthly thereafter until the next full reassessment visit which will take place in 1997. These additional assessment visits will ensure that the Quality Management system is adequately maintained. Professional Datacare is the only organisation with the BS5750/IS09002 TickIT qualification supplying Healthcare specific Information Technology services to the Healthcare market. (Reference Department of Trade and Industry Register - February 1994). ■

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