

Europe's biggest mental health trust migrates to new platform

SLAM leads the way in patient record technology

Report by IT Correspondent

One of Europe's biggest mental health care trusts has successfully implemented a new software platform to run its Electronic Patient Record system.

South London and Maudsley NHS Foundation Trust, a centre for excellence for mental health, teamed up with Strand Technology to bring in Patient Journey based on CareNotes Version 4.

During November 2009, the Trust's 5,500 clinical users switched to the new Microsoft-based version.

The project has seen SLAM and Strand Technology successfully – and securely – transfer twelve million patient documents covering a 10 year period to the new Patient Journey system on the CareNotes platform. Around 100,000 daily transactions are now being made using the new software, across 200 locations.

Graham Phillips, Managing Director of Strand Technology, said: "This is now one of the biggest mental health systems that has been implemented and is proving of real benefit to clinicians and healthcare professionals with increased access speeds across many locations."

The project has been carried out over 18 months and involved a number of 'test runs', extensive staff training and data preparation work.

Chris Tyler, Strand Technology Technical Director added: "The way that South London and Maudsley has organised the implementation has been an excellent example of best practice. Its project team has worked closely with Strand's development team and project management service to ensure success.

"The Patient Journey system based on Strand's CareNotes Version 4 software is a robust solution with a proven track record in successful use across the NHS mental health service. This latest implementation is one of which we are very proud."

CareNotes is a powerful and focused patient record solution developed for the specific needs of mental health organisations.



"The NHS had a quite expensive IT system that, frankly, isn't essential to the front line. It's something I think we don't need to go ahead with just now."

– Chancellor Alistair Darling speaking in December 2009

NHS IT programme faces uncertain future

Chancellor of the Exchequer Alistair Darling has thrown the future of the National Programme for IT into doubt.

Speaking ahead of the Pre-Budget Report in December, the Chancellor said the programme was expensive and non-essential at a time when public spending cuts were needed.

By scaling back the £12billion programme, major savings are likely to be made running into hundreds of millions of pounds.

A government spokesman confirmed: "The Chancellor and the Secretary of State for Health have examined options for savings on the NHS IT system and more details will be set out in due course."

The Conservatives and Liberal Democrats have been calling for the IT system, which has been hit by costly delays, to be axed.

The Liberal Democrat Health Spokesman Norman Lamb said: "It has held back the development of IT at a local level, cost billions and is running years behind schedule."

Shadow Health Secretary Andrew Lansley told BBC One's Politics Show that the Conservatives would scrap the "enormous centralised IT system" and instead give hospitals "the opportunity to buy IT systems."

He added: "The procurement for NHS IT was costing billions and not delivering."

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Forward-thinking I.T. plan pays dividends for Trust

Cheshire and Wirral stays ahead of the game

CHESHIRE and Wirral Partnership NHS Foundation Trust has signed a five-year contract to continue using Strand Technology's leading CareNotes electronic care record system.

The decision underlines the Trust's long term commitment to CareNotes patient record technology which it has been using successfully since 2004.

Under the new contract the Trust will benefit from migration to the Microsoft based CareNotes Version 4, supporting 2,500 clinical users.

There will be complete web-based access to both clinical and administrative functionality, as well as increased system performance and availability.

Other benefits include:

- PDA/Smartphone access to CareNotes for community-based clinicians.
- CareNotes support 24 hours a day, 365 days a year.
- N3 based disaster recovery solution.

David Hannam, Director of Strand Technology, welcomed the Trust's commitment.

"Cheshire and Wirral are a shining example of a trust that has successfully implemented a highly-effective electronic care record system that has made a real difference to patient care," he said.

"In 2004, the Trust took a brave decision not to 'stand still' while waiting for the National Programme to focus on mental health services.

"Instead it opted for an interim solution with the potential to be part of the National Programme in the future.

"This has allowed the Trust to enjoy the huge benefits of early implementation, achieving targets for data and information standards that place 'ahead of the game' in its approach.

"This new contract underlines the Trust's confidence in CareNotes as a

robust and effective solution to the I.T. challenges facing the National Health Service."

The Trust has hospitals and community based services across 70 sites over a 60 mile radius and its mental health services are comprehensive including adult, older people, as well as CAMHs, forensic mental health services and Prison In-Reach.

Its work involves close co-operation with social services, six primary care trusts, as well as other NHS organisations, statutory and voluntary agencies.



The CareNotes system has dramatically changed the way clinicians work within Cheshire and Wirral – with information on individual patients available at their fingertips.

Study shows 'local' electronic patient record systems are more effective

A NEW study has concluded that local electronic patient record systems are often more effective than bigger projects.

The conclusion comes from a comprehensive study by Professor Trish Greenhalgh and colleagues from University College London's Department of Open Learning.

Professor Greenhalgh analysed 24 previous systematic reviews and 94 primary studies on electronic patient record systems across the world.

The study in Milbank Quarterly stated that larger scale EPR projects promise much but sometimes deliver little. It also suggested that policymakers need to do much more work on how to get EPRs to work in the real world, as clinicians and managers all over the world struggle to implement them.

She stated: "Depressingly, outside the world of the carefully-controlled trial, between 50 and 80% of EPR projects fail – and the larger the project, the more likely it is to fail."

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Commitment to CareNotes confirmed after 10 successful years

Derbyshire opts for new three-year IT contract

DERBYSHIRE Mental Health Service NHS Trust has agreed a three-year contract extension for a Trust-wide roll out of its CareNotes care record solution.

The project will involve replacing the Trust's iSoft IPM system and will see an extra 1,050 clinicians using the CareNotes solution, developed by NHS software specialists Strand Technology.

Graham Phillips, Managing Director of Strand Technology, welcomed the news saying the decision underlined the importance of having a specialist solution for the mental health sector.

"Derbyshire is our oldest customer and helped in the early developments of our CareNotes solution," he said.

"We are delighted that they have now chosen to extend their involvement by

rolling out CareNotes across the Trust."

The new contract will see complete web-based access for clinical and administrative functionality, and community-based clinicians will benefit from PDA/Smartphone access.

The Trust will also benefit from extensive use of digital pen technology for recording assessments and other clinical documentation.

Graham added: "Derbyshire have always been at the forefront of using cutting edge technology to continually improve patient care and the partnership between the Trust and CareNotes highlights what can be achieved when we work together.

"The way patients are cared for is continually changing to keep up with new technology and medical

advancements and our successful partnership working has stood the test of time over the past decade."

Patient care within the mental health service is complex and, because of its multi-disciplinary focus, can generate large volumes of clinical information.

CareNotes can hold all this information – allowing clinicians to access the patient's entire clinical history at the touch of a button.

Shadow health secretary plans to give hospitals choice on 'localised' IT systems

Shadow health secretary Andrew Lansley has said he believes it will be possible to abandon the existing local service provider contracts that are part of The National Programme for IT in the NHS.

Speaking in E-Health Insider's look ahead to 2010, Lansley said: "It is time for the government to abandon the flawed local service provider contracts" – that were awarded to CSC and BT to implement electronic patient records across the country.

The Conservatives are said to favour abolishing much of

NPfIT's central architecture – opting instead for more localised systems where hospitals could choose their own systems within a framework of interoperability, but tailored to the needs and wishes of their community.

If elected, the Conservatives are also likely to try and halt and renegotiate the contracts for IT service providers to prevent further inefficiencies.

Lansley believes the Conservatives can "deliver up to £4 billion, unspent under those contracts, for support for front-line IT and other services in the NHS."

CARENOTES CRS

Innovation in Mental Health

A complete Mental Health Care Record Solution designed by Social Workers and Mental Health clinicians that covers all aspects of the Care Programme Approach, inpatients, outpatients, day care, community and administration.

CARENOTES CAMHS

Innovation in Child and Family Mental Health

A specific electronic care record solution that records, monitors and shares information regarding the care provided to children and their families.

CARENOTES SM

Innovation in Substance Misuse

An Electronic Care Record solution designed specifically for the specialist requirements of Substance Misuse services.

CARENOTES NEX

Innovation in Needle Exchange

An easy to use, secure, web based solution that logs Needle Exchange transactions without compromising client confidentiality in any way.



Migration to Microsoft-based CareNotes now underway

Norfolk and Waveney upgrade to CareNotes V4

Norfolk and Waveney Mental Health Foundation Trust have signed a contract to upgrade to the CareNotes Version 4 solution.

The Trust signed the contract in January 2010 enabling them to upgrade their CareNotes Version 3 Substance Misuse and Crisis Team Management deployments into a single integrated CareNotes Version 4 system.

Migration to the Microsoft-based CareNotes Version 4 will take place over the next few months and will allow complete web-based access to clinical and administration functionality.

Community-based clinicians will also benefit from PDA/Smartphone access to CareNotes.

David Hannam, Director of Strand Technology which develops CareNotes, said the contract reinforced Norfolk and Waveney's commitment to using proven technology to improve the entire care process.

He said: "Specialists from across the NHS have helped to create the CareNotes Substance Misuse software and it has proved to be a valuable tool for Norfolk and Waveney.

"One of the important issues faced by people working within Substance Misuse is to engage with service users and encourage them back into the care process.

"If this can be achieved, even on a small scale, it can help prevent the onset of drug-related illnesses and

help people to get back on the right track.

"CareNotes Substance Misuse helps with these issues and can free up staff time to concentrate on front line care. Trusts that have embraced this technology have seen real benefits."

The attraction of CareNotes Substance Misuse is that it is web based and can be used by multiple agencies.

As a service you only need relatively small conversion rates to make it pay – by preventing long term illness.

For example early intervention for 20 or 30 extra people would have a major impact on cost savings and make a huge difference to people's lives – putting many back on track.

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Delay on Millennium implementation

St George's Healthcare NHS Trust is reported to be delaying implementation of Cerner Millennium until March 2010.

The news was reported in E-Health Insider in December when the Trust confirmed that the decision was "fully supported by the NHS London Programme for IT (LPfIT) and BT."

By taking more time, the Trust says it will have more time to prepare for the move.

The new Cerner Millennium electronic patient record system, to be provided by BT under the National Programme for IT in the NHS, will replace an obsolete, 23-year old iSoft patient administration system.

The Trust first approved a business case to implement Cerner in November 2007.

But it put off the move following the severe difficulties experienced by both Barts and the London and the Royal Free Hampstead NHS trusts when they went live with Millennium last June.