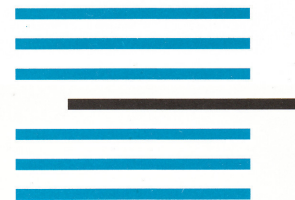


# DATA NEWS



'PROFESSIONAL DATACARE - COMPUTING FOR A HEALTHIER FUTURE'

ISSUE 2 - JULY 1991

THE NEWSLETTER OF THE PROFESSIONAL DATACARE ORGANISATION

## THE NEW BOY



John Stanfield

One of the important changes taking place within the Professional Datacare organisation is an increased awareness of the requirements of the customer and the demands, opportunities and threats which the commercial Information Technology market will present. Throughout the last twelve months a great deal of work has been done to prepare for the new status of Professional Datacare.

It has for some time been recognised that the management team needed to be strengthened to meet successfully the challenges and opportunities of the 1990s and beyond.

At the beginning of the year recruitment began for the position of Business Manager.

John Stanfield began his permanent contract on June 1st 1991. John's background is general management in industry and more recently as a Management Consultant. His initial contact with the RHA was last year when he was engaged to write a Business Development Plan for the Teamwork Nursing System. He then successfully applied for the post of Business Manager at Professional Datacare. His interest has always been the successful management of change within an organisation; he believes that the NHS is an exciting

environment in which to work and that it presents plenty of challenge. His first impressions of Professional Datacare are very positive and he is most impressed by the dedication and quality of staff. One of John's priorities is to establish and reinforce relationships with existing customers. The Districts Trusts and FHSA's within the North Western Region are and will remain the principal customer base. The Customer Survey which is included in this issue is part of the process of improving the awareness of customers.

John and his family live in Bolton. He has four children, the eldest three are in various parts of the country doing their own thing, leaving the

baby (13) of the family at home. The family has recently moved into a stone cottage and John has quickly acquired DIY skills he never knew he had. John's wife, Hilary is responsible for an Early Years Unit in a local primary school.

## WHAT DO YOU REALLY THINK!

You can easily qualify for a valuable Gift Voucher. Read on to find out exactly how you can do this.

Inside this Second Issue of Datanews you will find Datasurvey. The Questionnaire has been designed to allow you, the customer, to express your opinion about the service you get from Professional Datacare.

Frank and considered answers are going to reflect your honest opinion and it is that opinion which will be of the most use to us. The more questionnaires which are completed and returned, the more meaningful the results will be.

The information you give will help to ensure that all necessary improvements in the services you receive are made and that our forward planning reflects your anticipated requirements.

All our customers are very busy people and filling in a Questionnaire can always be put off until tomorrow, which for most of us means it's never done, so, to give you all a little encouragement, the following incentive will apply:-

Every fully completed Questionnaire received at Professional Datacare will qualify for a free draw. There will be 12 winners; each winner will receive a Gift Voucher (personally presented by Professional Datacare)!

Fill in your Questionnaire now and post it off today to qualify for your free Gift Voucher.

## THE HELP DESK -

*An even better service for you*



The procedure defined by the Help Desk, for dealing with queries from you, our customers, has been revised to enable us to provide an even better and more effective service than we did in the past. In addition to receiving an improved service, you will not be involved in the implementation of the changes, which have all been made to our internal procedures, so you do not have to alter your routine.

*Briefly, the new items we have incorporated in our procedures are:-*

1. A priority code will be assigned to each query and a query form raised, containing the details of the problem.
2. An "In/Out Tray" system has been set up for each project team; queries/answers are delivered/collected twice daily by Help Desk staff.
3. Each Project Manager will maintain a log of queries, to be used both for chasing outstanding queries and for analysis, thereby enabling us to determine recurring faults and to devise the appropriate corrective action.
4. When a query has been dealt with, the solution must be entered on the Query Form, so that the Help Desk staff may notify the person who initiated the query of the remedial action/result.

## THIS ISSUE

- The New Boy •
- Consumer Survey •
- The Help Desk •
- FHSA - Joint Venture •
- The PAS Project •
- FOCUS... Data Preparations •
- Once upon a Time •


## WHAT A TEAM!

Based at the Computer Centre in Prestwich, the Data Preparation Section of Professional Datacare provides a comprehensive data preparation service for users who require large volumes of data transferring to magnetic media and is ideally suitable for units where data needs to be processed by computer. Until 1972, the only input medium to the computer (The N.W.R.H.A. had only one computer at a time) was punched cards, but in that year an early version of an electronic data entry system, Key Edit, was installed in the Computer Department, which was then located at Gateway House. When the Computer Department moved to Prestwich in 1974, more sophisticated equipment, in the form of a CMC5 key-to-disc system, was installed; this was replaced, in 1988, by dual ROCC 2800 processors, with many additional facilities.


Highly experienced in preparing information for input to the Centre's dual ICL mainframe data processing computer, the 30 staff members, (12.2 WTE's) working in two shifts Monday to Friday each week, have an enviably high reputation for the Reliability and Quality of their work. Depending upon the application, data is regularly keyed at input speeds of 11,000 key depressions per operator per hour, enabling a throughput rate of 1.25m key depressions each day. All keyed data is subject to a full and complete validation check and a "key" feature of the service is the Accuracy achieved.

A guarantee is given for work to be completed to within a 2% error rate - although an error rate considerably less than 1% is usually achieved.


Serving the Regional Headquarters at Gateway House and all 19 Districts within the N.W.R.H.A. and 2 Trusts, work handled includes:-  
 Child Health Records  
 Financial Data - Payment of Creditor Expenditure Journals  
 Outpatients and Ante-Natal Surveys  
 Questionnaires

**Sylvia Storey -**   
*Deputy Supervisor.*  
*Sylvia has been with the Section for 18 years and started at the Regional Headquarters at Gateway House, Piccadilly South, Manchester; she then moved to the Professional Datacare Centre at Prestwich, 6 months later. Sylvia attended a programming course at ROCC Computers Ltd. and has produced a payroll analysis proforma.*




**Gwynneth Barrett -**   
*Section Leader.*  
*Gwynneth has also been with the Section for 18 years.*



**Mary Duncan -**   
*Punch/Verifier operator.*  
*Mary has worked in the section for 17 years.*



- |                         |            |
|-------------------------|------------|
| <i>Sylvia Storey</i>    | - 18 years |
| <i>Gwynneth Barrett</i> | - 18 years |
| <i>Mary Duncan</i>      | - 17 years |
| <i>Ruth Slater</i>      | - 17 years |
| <i>Jackie Holt</i>      | - 7 years  |
| <i>Glynis Brady</i>     | - 6 years  |
| <i>Pam Jolly</i>        | - 6 years  |
| <i>Sue Cooper</i>       | - 23 years |
| <i>Anne Hughes</i>      | - 23 years |
| <i>Win Lake</i>         | - 6 years  |

*Evening shift team, with a combined experience of 141 years in data preparation techniques.* 



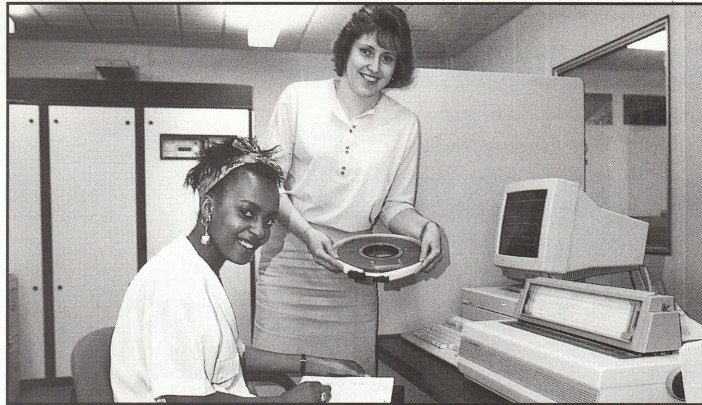
# PATIENT ADMINISTRATION SYSTEM

## WHAT A TEAM!!

The Patient Administration System (PAS) has been in operation since 1985.

Originally the majority of the Districts shared the VAX 11/780 and 11/785 DEC Computers. A programme of work which became known as "Option 6" (this was the chosen option from a report which appraised 6 options) which aimed to give each district its own computer was undertaken in 1988.

The system is constantly growing in order to meet the rapidly changing need for information in the NHS. A recent example of this is the implementation of the Working Paper 11 software which will help the districts collect and process the information required for the implementation of the purchaser/provider roles of Contract Management. Where contracts are established between District Health Authorities as the Purchasers and the Hospitals as the Providers. The SMS Contract Management Module is a provider based system.



▲ *PAS in North Manchester*

Also, work is in hand to implement the Waiting List Module, and the software to remove redundant data from the system. The PAS will then provide the functionality to deal with PMI, Outpatient Appointments, Waiting Lists, Pre-Admissions, Admissions, Discharges, Transfers, Korner Episodes and Aggregated Returns and the Provider side of Contract Management.

In order to cope with the extra processor workload, work is in

progress replacing the remaining VAX11/785 and 11/780 computers in:

**Manchester • Lancaster  
Blackburn • Stockport • Trafford  
West Lancashire • Rochdale  
Oldham • Tameside**

The computers being installed are the latest VAX 6000-310s.

This involves close co-operation between many disciplines from the procurement and tendering stage through to the final applications

testing namely; Health Care Supplies, DEC, CASE, BT, SMS, District Computer Services Managers, District Works Staff, Professional Datacare PAS and Technical Services Teams, PAS Coordinators and finally but not least the staff who operate the PAS who have to cope with the backlog of work which has to be input into the system to keep it up to date after the downtime to install the new computers.

Professional Datacare is providing Project Management Communications and DEC VAX expertise. As you can imagine, this is a major project involving many diverse elements. Professional Datacare is responsible for the management of the total project. This involves the co-ordination of many activities throughout the N.W.R.H.A. The implementation is continuing to be extremely successful - well done everyone - especially Don Crembie and his team from Professional Datacare.



▲ *Paul Bullock and Ray Pemberton*

## F H S A

The Family Health Services Authorities (FHSA, formerly Family Practitioners' Committee) in the North Western Region are among the many NHS organisations to benefit from the DOH policy of computerisation.

A three-year programme to replace DEC PDP computers with IBM R5600 RISC Processors has already begun at Lancashire FHSA in Preston.

The new version of the application, which runs under the UNIX operating system, successfully went live on 3rd June 1991 after three months of careful planning.

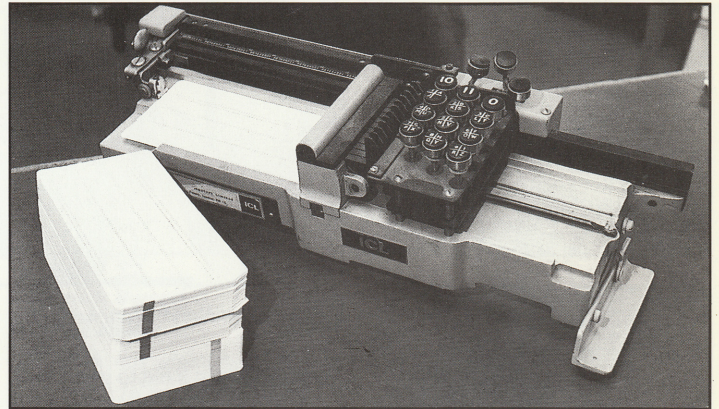
Ray Pemberton of Professional Datacare provided technical support in the latter stages of the implementation, which went very smoothly. Ray and Paul Bullock, from Lancashire FHSA, are now applying their considerable skills in the management of the implementation to the other ten FHSAs with the Region.

This exciting project has been welcomed by the FHSAs and by Professional Datacare; the organisations are fully committed to the successful completion of the remainder of the project. A very high standard of implementation has already been achieved at Lancashire FHSA. The dynamic duo are determined to at least maintain this standard and, where possible, to improve upon it.

# HISTORY OF CENTRAL COMPUTING IN THE NORTH-WESTERN REGION

<b>Early 1957</b>	<i>A punched-card system installed at M.R.H.B. Headquarters, Cheetwood Road, for Costing and Expenditure Analysis for Ministry of Health.</i>
<b>October 1961</b>	<i>IBM 1401 Installed (second 1401 in England).</i>
<b>June 1968</b>	<i>English Electric System 4/30 purchased, located at Gateway House.</i>
<b>October 1973</b>	<i>ICL 1904S installed at new Computer Centre, located at Prestwich.</i>
<b>During 1974</b>	<i>CMC5 Key-to-Disc system purchased, to replace punched cards; Regional Computer Centre became centre of responsibility for Standard Payroll System.</i>
<b>Mid-1978</b>	<i>CMC Reality Mini-computer purchased, Stock Control and Stores Accounting System developed for real-time distributed processing.</i>
<b>December 1979</b>	<i>ICL 2960 installed.</i>
<b>1983</b>	<i>ICL 2966 purchased; Communications Section set up to help Districts plan networks.</i>
<b>December 1987</b>	<i>ICL 3950 installed.</i>
<b>February 1988</b>	<i>CMC 5 Key-to-Disc equipment replaced by dual ROCC 2800 processors.</i>
<b>June 1989</b>	<i>ICL3950 upgraded to become Model 3965.</i>
<b>April 1990</b>	<i>A second ICL 3965 was purchased.</i>
<b>September 1990</b>	<i>The Computer Department renamed "Professional Datacare".</i>
<b>January 1991</b>	<i>The two Model 3965s were upgraded to become a Dual-node ICL 3980.</i>
<b>April 1991</b>	<i>Professional Datacare became a trading department of N.W.R.H.A.</i>

## THE WAY IT WAS...



## THE WAY IT IS...



## WATCH THIS SPACE...!

