

DATA NEWS

'PROFESSIONAL DATACARE - COMPUTING FOR A HEALTHIER FUTURE'

ISSUE 3 - NOVEMBER 1991

THE NEWSLETTER OF THE PROFESSIONAL DATACARE ORGANISATION

SO THIS IS WHAT YOU REALLY THINK!

The responses to the customer survey in August have been analysed, and the overwhelming opinion of our customers is positive. We are encouraged by the quality response. We shall never allow ourselves to become complacent - and there are always improvements to be made. Another survey will be conducted this time next year. In the meantime, should you have any suggestions to make then please contact John Stanfield.

All customers have been contacted during September and offered the facility of a Mid Term review - some reviews are taking place at the moment. We are particularly keen to encourage an open, professional working relationship with all our customers.

For survey facts and figures please turn to page 3.

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YOU LUCKY PRIZE WINNERS

All completed surveys received before August 31st qualified for a free draw. The first twelve to be pulled out of the hat were.

1. **Chris Jeffries** from *Tameside*
2. **Ismail Hafeji** from *Bolton*
3. **David Peat** from *Blackburn*
4. **Colette Green** from *Bury*
5. **Betty Cox** from *Tameside*
6. **Norma Young** from *South Manchester*
7. **Doug Holbrook** from *Rochdale*
8. **Mallory Greenhalgh** from *Oldham*
9. **Barry Howard** from *Tameside*
10. **Doug Pickup** from *Chorley*
11. **Marlene Hoyle** from *Bury*
12. **Katherine Beadsley** from *N Manchester*

Each winner received a £10 gift voucher presented by John Stanfield. All presentations took place on Thursday 12th and Friday 13th September.



Colette Green - District Computer Manager, on the left and **Marlene Hoyle** District Paymaster both from Bury - lucky winners of the draw. It was for Marlene a double celebration - it was her 26th birthday - again!!



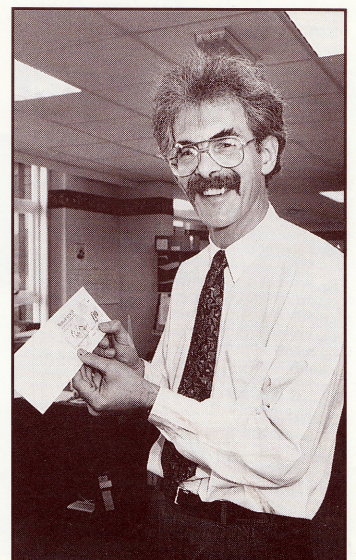
Chris Jeffries Director of Finance and **Betty Cox** who is in charge of the Medical Records section - both Tameside & Glossop. Missing from the presentation was Barry Howard who was on leave at the time.



Norma Young Team Leader with the Salaries and Wages department at South Manchester. Looking on are Jodie Tyzak left and Sheila Nowakowski. Norma had been involved in a traffic accident just before she was told she had won a gift voucher. It was some compensation, and it made her day.



Doug Holbrook an Accountant from Rochdale showing off his winnings. Doug is standing in his newly decorated penthouse office - surrounded, off picture, by his adoring staff!



David Peat - Director of Finance at Blackburn receiving his gift voucher from John Stanfield of Professional Datacare.

What is the big Joke? - suggestions please to Datanews.

DATA CONTROL

Just imagine all these input tapes from 22 customers arriving for processing, and all the output being returned to the right customers - the thought of that is mind boggling for most of us. - Not for the Data Control team - 'they go where most people fear to tread'.

Their cool, calm, and confident manner conceals much effort and activity. They know exactly what they are doing!

A week in data control begins on Sunday night, and runs continuously until Friday night. There are three shifts who work in rotation.

THE DAY SHIFT

The typical day in Data Control begins at 07.00am, the first thing that happens is the handover from the night shift, details are given to the day shift manager about the current state of the previous nights workload, these include any jobs being processed that they have failed and been passed onto the Help Desk, any jobs that may still be running, and any problems that may have occurred with any of the computer handover. Once the handover is complete the data control manager then organises the staff and gives them the duties they will perform during the shift.

Teresa O'Dowd - Deputy Data Control Manager - with 2 years service - is seen here checking the progress of current processing jobs.

Anthony Lowe - The Data Control Manager - with 13 years service performing a final random check on output before it is dispatched to the customer.

Typical duties are splitting up of output, this is checked and prepared for dispatch. A transmission of data to Bankers Automated Clearing Services is performed daily at 10.00am this is to transmit data for the Creditors Payments system and Payroll.

Jobs that need to be set up for processing that day are set up on the VDU's in Data Control, whilst this

is going, on the Data Control Manager and Production Controller sort out any problems that have been passed to the Help Desk.

Some of the time is spent training new staff in the running of the various applications that PDC process. Time is also spent by the Data Control Manager and Production Controller producing information in the form statistics about the way that PDC is

providing a service to its many customers. A Data Control shift comprises of a Production Controller, Data Control Manager, Deputy Manager and two Data Control assistants.

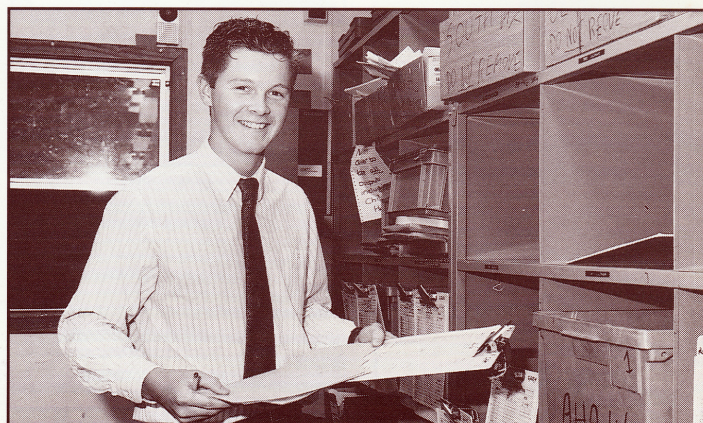


▶ The team in the dispatch area complete the final stage of their responsibilities - making sure the correct output is returned to the relevant customer. Colin Jeffs - Production Controller with 22 years service can be seen in the centre of the photograph. Each customer has dedicated a column in the racking - which can be seen in the background.



▶ Denyse Callan - has been working for PDC for 12 years - obviously recruited straight from school. Denyse is checking output. This requires concentration, and a trained eye. All output is thoroughly checked before being prepared for dispatch.

▶ Mike Rigby - The youngest member of the team who has been with PDC for 6 months - making sure that the output has been dispatched correctly.



PAS UPDATE

You might remember that in the July issue of Datanews there was a feature describing the introduction of the SMS PAS system throughout the Region. There was a serious omission made in that feature. There was not a photograph of the PAS Professional Datacare team. As a result of considerable customer pressure - at great expense - here they are.

What a Team!

SURVEY RESULTS

Fact and Figures

Completed questionnaires were received from 16 Health Authorities and from a broad spectrum of users. Most of the gradings for the systems service provided were either:-

- a) Always satisfied with the service, rarely any problems, or
- b) Mostly satisfied with the service, sometimes there are problems which are quickly solved.

80% of respondents had used the Help Desk in the previous six months. 83% of those using the Help Desk found the response good.

17% found the response indifferent.

80% of respondents had recent contact with personnel from PDC. Of those who had contact:-

- 100% found the staff attitude Helpful.
- 87% found the staff attitude Caring.
- 87% found the staff attitude Positive.
- 20% assessed Technical ability of PDC staff as excellent;
- 70% assessed Technical ability to be good;
- 10% assessed Technical ability as OK.

A high level of customer satisfaction has been demonstrated.

Thank you every body who took the time to complete the survey, and well done to those lucky prize winners.

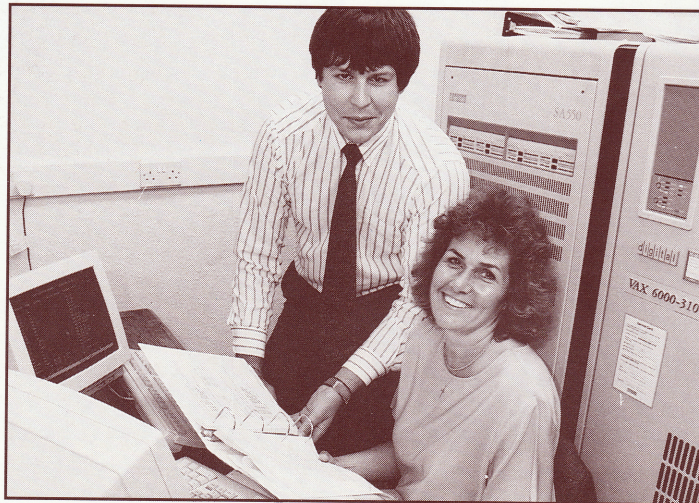


Project Manager, Don Crombie looking confident, relaxed and extremely happy, can be seen seated, with most of his team around him. From the left, Peter Whittaker, Julie Wilding, and Bill Cocks. Implementation continues at a pace, and the photographs below of the PAS co-ordinators bear testimony to this success.

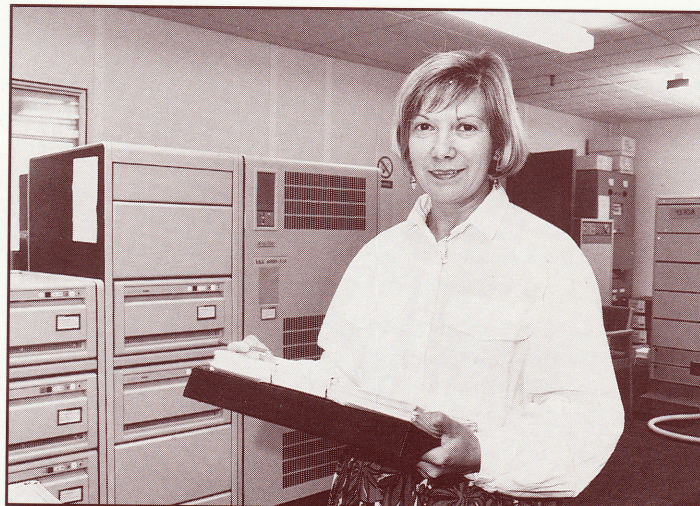


From the left Debbie Wilson, PAS Co-ordinator at Bury, Angie Trueman, SMS Accounts Executive and Colette Green, the Computer Manager from Bury.

Everybody looks really happy, what a team! In the background can be seen the digital VAX 6000-210.



Mallory Greenhalgh, who is responsible for the Medical Records department at Oldham is discussing 'technical matters' with Matthew Gage a Support Programmer from SMS - they seem to be getting on rather well. Mallory - another winner in the consumer survey draw - well done!



Katherine Bradley the PAS Co-ordinator at North Manchester. Katherine told Datanews that this was the first time she has won anything - there's always a first time, and thank you again for completing the questionnaire.

WHAT'S GOING ON HERE?

As part of a planned programme to improve customer service - a new facility is being created at Professional Datacare. The new building will provide:-

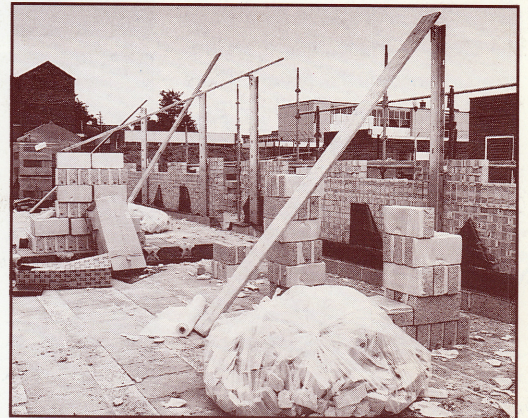
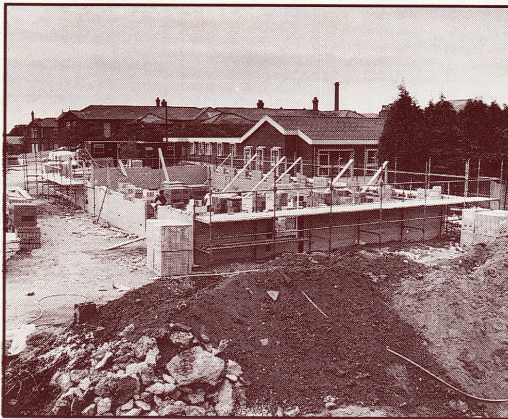
- A Disaster recovery facility.
- Increased Teamwork facility.
- A seminar/training room.
- Additional staff facilities.

The existing building is being refurbished to provide:-

- Improved access to Stores.
- Additional offices.
- Additional meeting and conference facilities.
- Improved working areas for systems and support teams.

All these additions and improvements will be completed before Christmas this year.

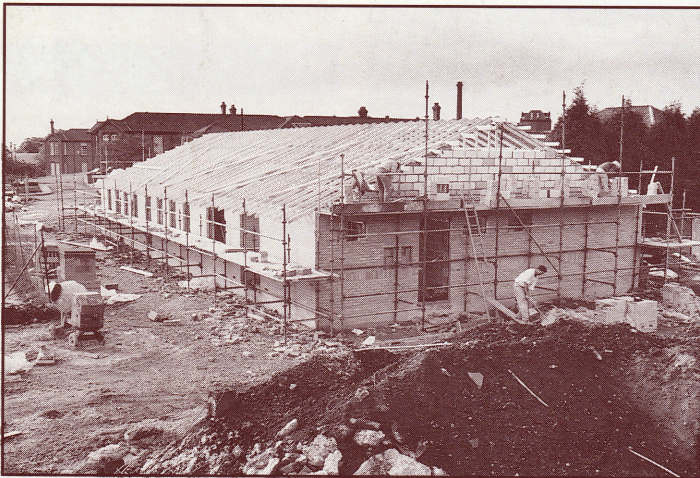
Progress on the new building is very impressive - just look at what can be achieved in 6 working days.



Both these photographs were taken on Friday 13th September. Six working days later the two photographs below were taken from the same position.

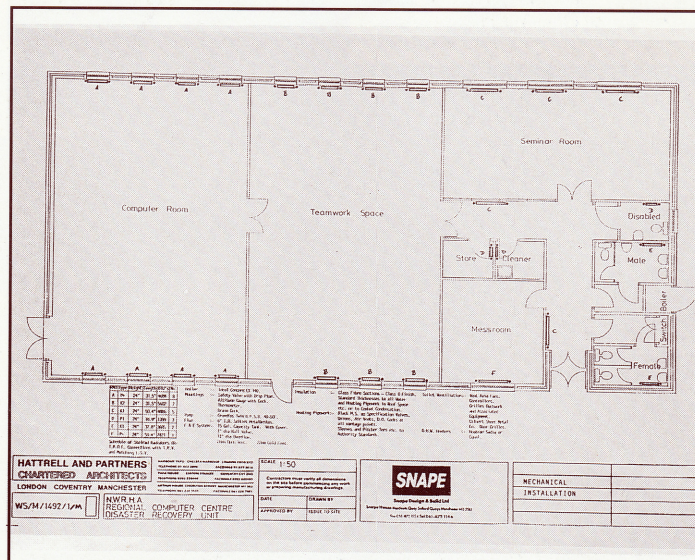
The building is now (October 23rd) weather proofed.

Below is a floor plan of the new building - showing the layout of the rooms.



BUSINESS AS USUAL

On 11th November, the new building will be complete and ready for occupation. A major refurbishment programme for the existing building will then begin. In order for this to occur, most of the system support teams will be moving out of their existing offices and across into the new building. During this period, business will of course be as usual. All work will be finished before Christmas.



The next issue of Datanews will include a feature on the completed new building and the improved facilities in the existing building.