



Leicestershire Health Informatics Service

Annual Report 2014/2015

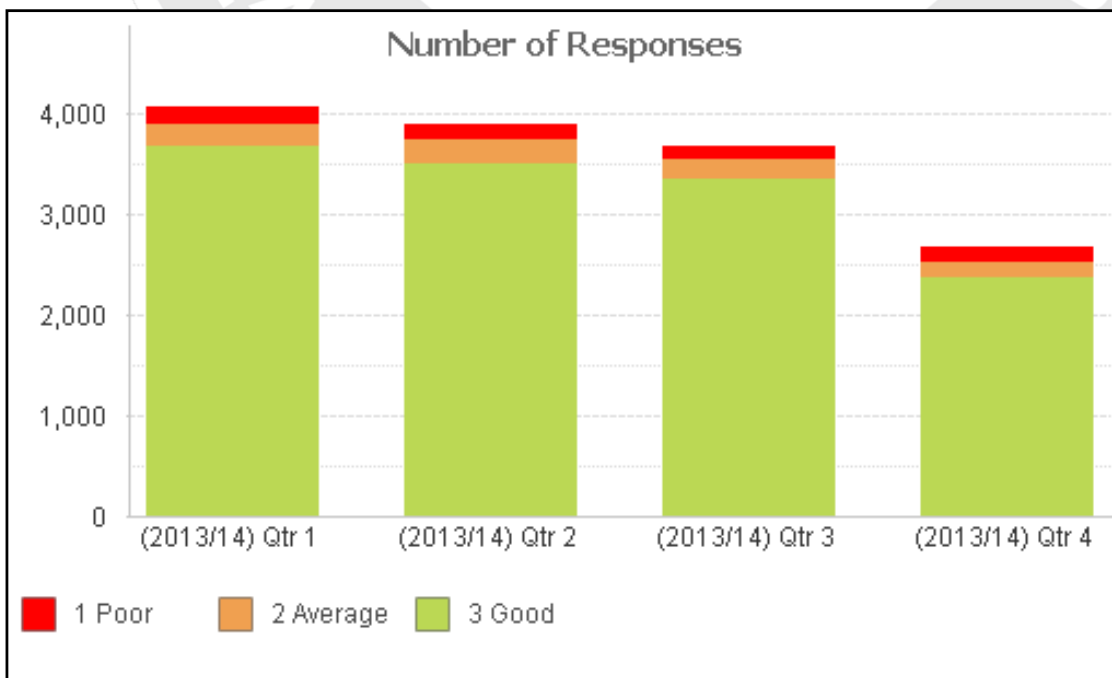
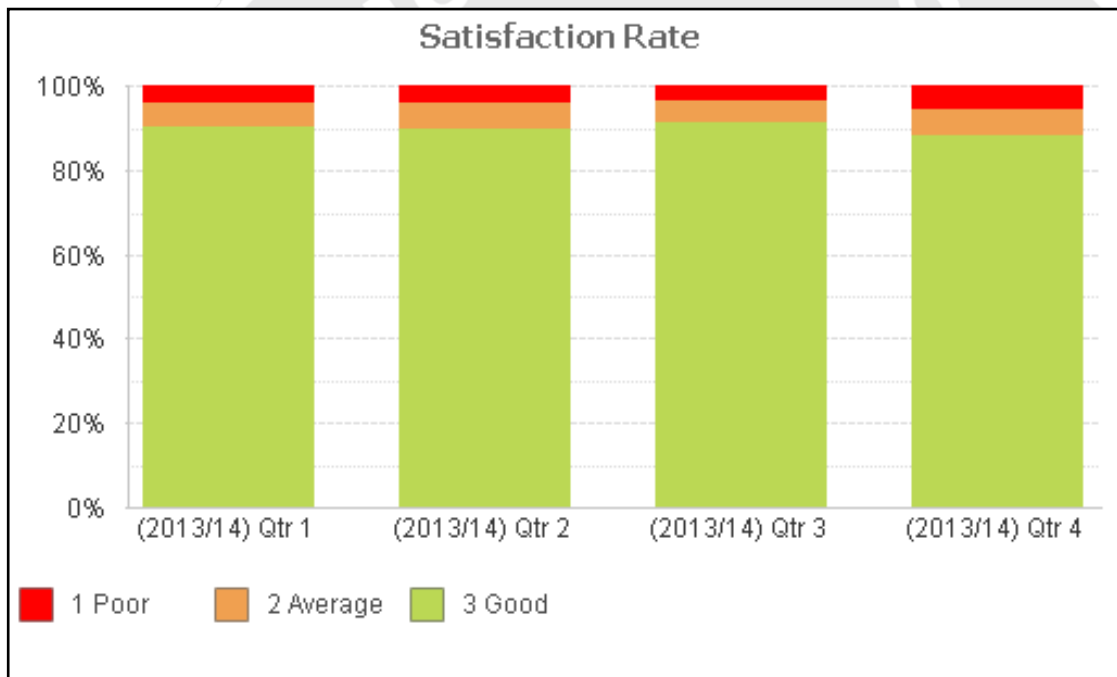
2014 - 2015 stats and figures



Customer Satisfaction Survey results

The LHS Customer Satisfaction Survey is sent to all customers via an incident notification, once their request has been resolved. Allowing customers to rate the service that LHS has provided, and give feedback should they wish.

The graphs below show the satisfaction after an incident has been resolved and the number of responses received for the financial year 14/15

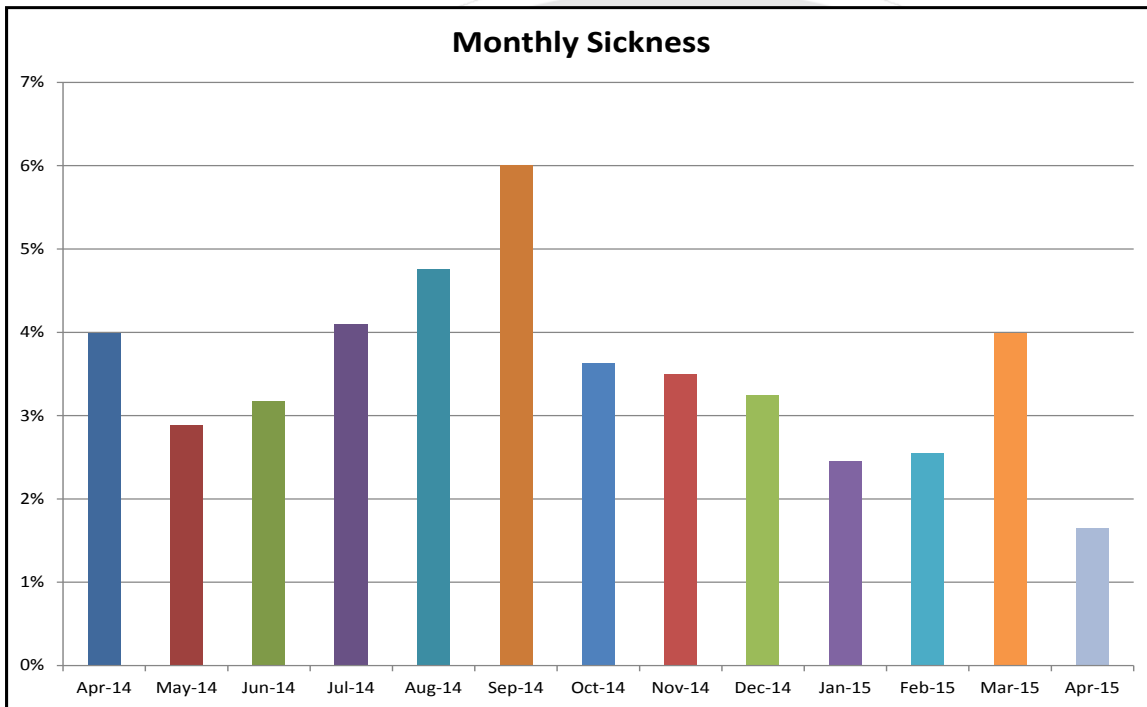


2014 - 2015 stats and figures

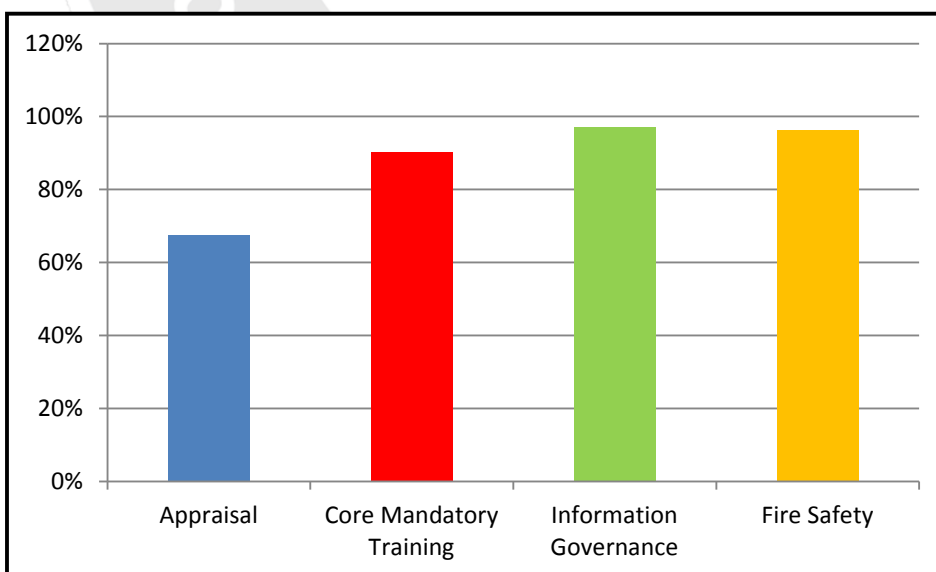


Workforce Information

The below figures chart the overall staff sickness, appraisals and mandatory training completion rate of LHIS for 14/15



Training Summary



2014 - 2015 stats and figures



Financial Summary

Income	£'000	Forecast/ Budget	Variance
Host (LPT) recharge for health informatics services*	3,542.00	3,009.00	533.00
Local health economy IT services income	4,313.48	1,976.00	2,337.48
SLA External income	994.00	1,282.00	(288.00)
All other income	1,443.00	830.00	613.00
Total income	10,292.48	7,097.00	3,195.48
Pay costs - Trust staff	(4,803.00)	(4,824.00)	21.00
External staffing	(657.00)	(106.00)	(551.00)
Non-pay costs	(4,742.00)	(2,167.00)	(2,575.00)
Total operating costs	(10,202.00)	(7,097.00)	(3,105.00)
Operating Surplus	90.48	-	90.48

* there is an requirement in the Host's final accounts to consolidate all internal recharges. The internal recharge line is therefore reflected here as 'income' for presentational purposes only.

Top 10 accounts

- Leicestershire Partnership NHS Trust
- Primary Care Commissioning
- Leicester City CCG
- East Leicestershire & Rutland CCG
- West Leicestershire CCG
- Leicester City Council
- Leicestershire County Council
- LLR Community Dental
- Arden & GEM CSU

IT Account Admin Team



RA Activity / Requests processed = 18,862

User Account Activity / Requests processed = 7,318

Miscellaneous UA & RA Activity / Requests processed (logged in LANDesk / Touchpaper without using the appropriate templates) = 8,745

NHS.net Mail Activity / Requests processed = 620

VPN Activity / Requests processed = 1,106

ID Badge Requests Activity / Requests processed = 59

UIM Deployed to:

GP Practices = 146

Community Pharmacies = 226

Other Organisations = 7

UIM Project Activities:

Calendra User profiles closed or migrated to UIM – 16,000 +

PBAC's setup in UIM = 4,425

PBAC's assigned to Users = 10,509

UIM training for 996 RA Sponsors (GP, Com Pharmacy and Other Orgs)

Identity Agent BTV13 & Keyboard driver physically rolled out to all GP practice desktops

UIM Deployment Satisfaction Survey:

GP's – Positive = 97.5% Negative = 2.5%

Community Pharmacies - Positive = 89.6% Negative = 10.4%

The Team has also been involved in the following projects:

- Migration of RA systems Calendra & UIM to CIS – Preparing new guides and information in regards to system and process changes
- VPN Self Service
- GP2GP
- EMIS Web
- SystemOne GP
- Fit for Work
- County S1 Enablement
- Project
- HMP S1 Smartcard Compliance
- EPS R2 Pharmacy
- ETP GP
- GP Practice moves, closures and relocations
- GPES
- SCR
- T-SPINE

Data Warehousing and Systems Integration



RiO Data Migration

HIS Data Warehousing performed the data migration activities in support of the following services during 2014/15.

- Learning Disabilities
- CRISIS Team
- Criminal Justice
- Inpatients

Over 3000 referrals for these services have been migrated electronically along with demographic, CPA and other relevant information.

In addition to the technical input provided migrating the identified data elements from Maracis, Data Warehousing team also provided assistance managing data quality and with systems integration aspects.

SMS Reminders

245,789 SMS appointment reminders generated and sent during 2014/15 helping the clients to remember the booked date/time and reducing the costs associated with DNAs.

Extract, Transform & Load Processes

Data from multiple sources get combined within our comprehensive data warehouse providing easily manipulated homogeneous data to meet business planning and reporting needs.

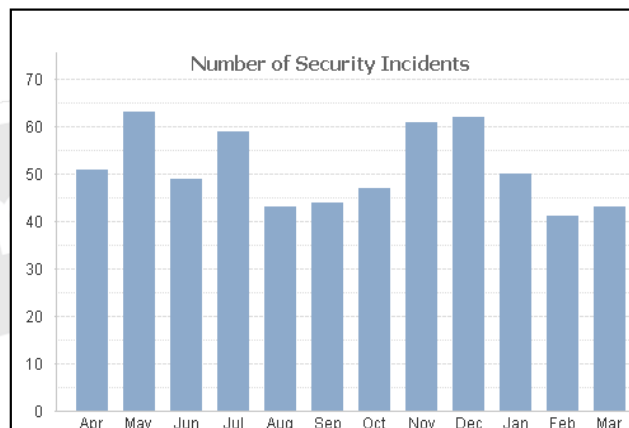
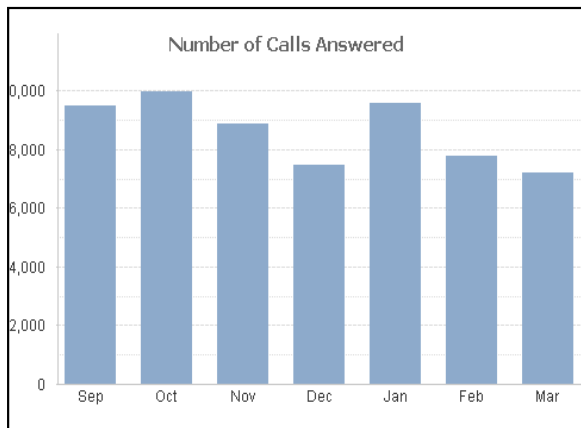
Over 175,000 data feeds processed during 2014/15 amounting to 1.18 Trillion records.

Electronic Discharge Letters for Mental Health Services

This Project, developed in-house, conforms to ITK methodology and delivers the LPT Inpatient Discharge Letters electronically to GP Practices.

In line with the national policy, delivery of the discharge summary is made within 24 hours. During 2014/15 2,047 of such letters have been sent electronically.

ServiceDesk



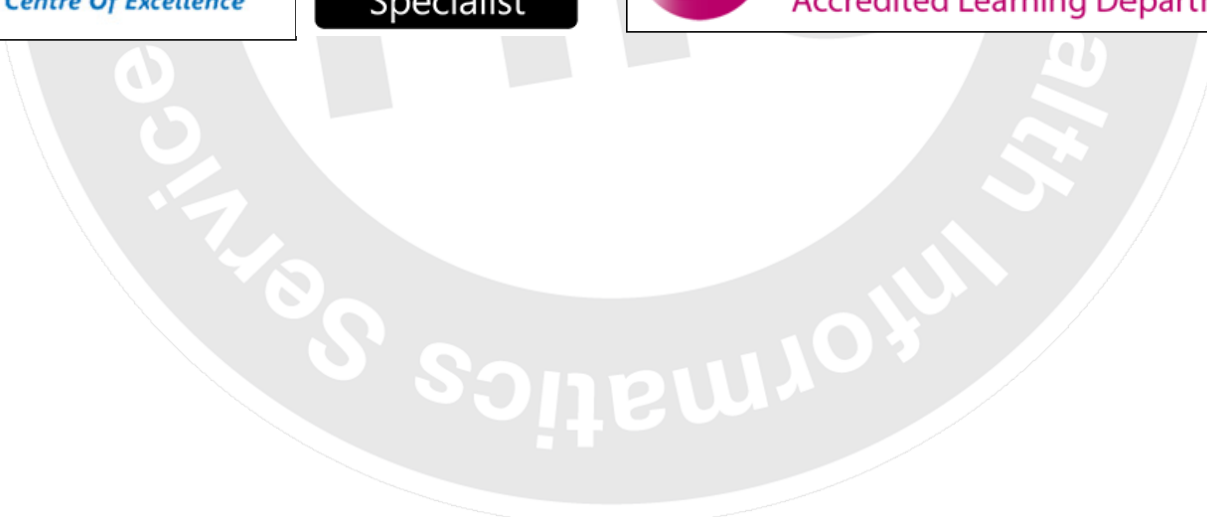
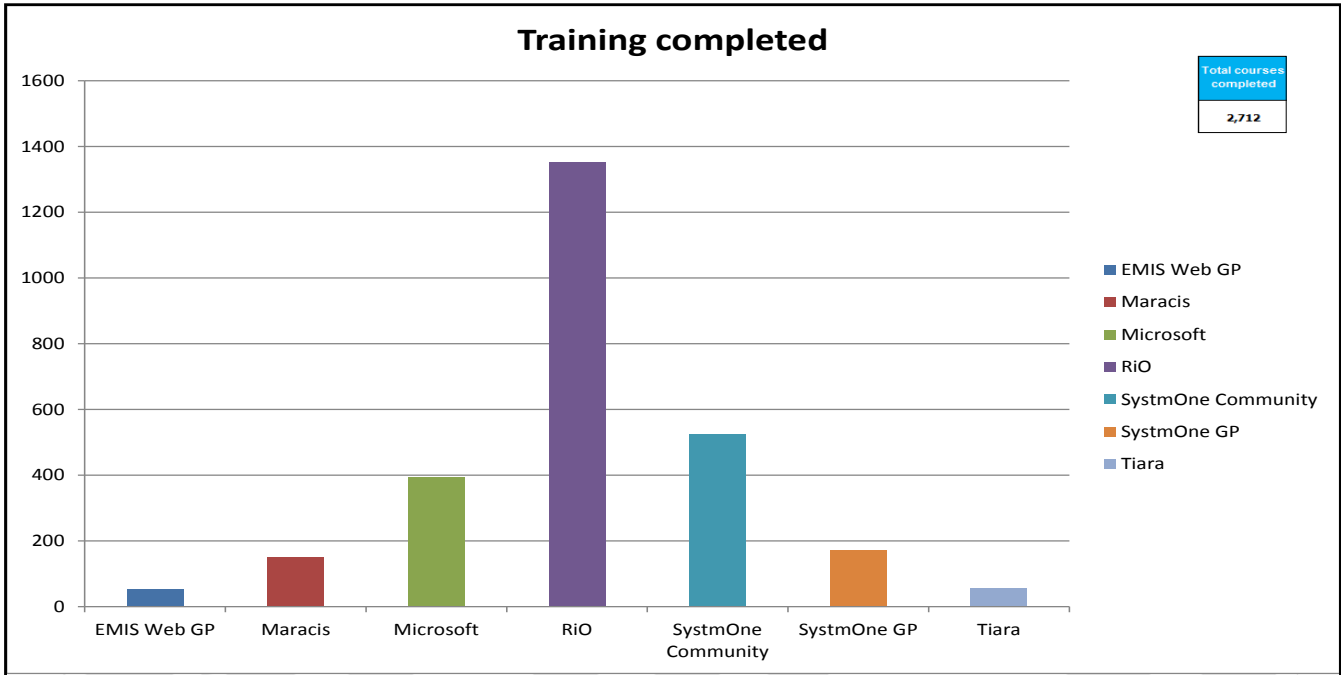
LHIS Self Service Portal

Here are the items that are currently available on the LHIS Self-Service Portal:

- General IT support requests (logging calls, adding notes cashing up)
- Service Status information for major systems
- New User Requests
- Remove User requests
- Migrate User requests
- Clinical system access requests
 - o RiO
 - o Ormis
 - o Tiara
 - o Maracis
 - o HISS Clinicomm
 - o SunQuest ICE Electronic Discharge Letters
- Folder access requests
- Clinical Drive (Secure and Share) access requests
- VPN access, transfer and removal requests
- IT Equipment Move requests
- Request for Information
- Smartcard Replacement, Renewal, Unlock or general query

As part of our Continual Service Improvement strategy and we are always receiving feedback from both internal (LHIS) and customer base. Generally it has been well received and we are making further improvements on the Remove User and Migrate User features which are in the pilot stages at the moment

Training





For more information contact the **NHS**
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