DSFS

NHS Chesterfield Royal Hospital NHS Foundation Trust

WINTER 2022 | ISSUE 3

Cable
The DSFS IT and Digital Newsletter

Welcome to the third Information Technology and Digital newsletter for DSFS and Chesterfield Royal Hospital NHS FT colleagues.

This newsletter brings you updates on all things digital – computers, applications, systems and how we're helping providing service excellence through digital technology. We hope you enjoy reading this update. If you have any ideas or thoughts on what you'd like to see in the next edition, please email crhft.communications@nhs.net

Welcome from Dr Jon Cort
Chief Digital Officer

## Hello, and welcome to the last edition of Cable in 2022!

Thank you for taking the time to read the latest edition of Cable. The last few months since the previous edition have continued to be a great accomplishment for IT and digital colleagues, with many of our projects further developing and continuing to grow with success.

We touch on our key projects throughout this newsletter, which includes the **Electronic Patient Record**, **DSFS Website** and **Wayfinder**. Thank you to all colleagues involved in these projects, and also the many other projects we're working on and supporting - as well as the day-to-day management of our IT systems and programmes for our Trust, ensuring that our colleagues can continue to deliver exceptional care to our patients and community.

I hope you are able to take some time to read and engage with this newsletter (and also complete the wordsearch at the end!). Your continued help and support with developing and improving our IT systems and processes is really inspiring, and I thank you all for your hard work this year, whether directly involved in the projects, or if you have provided feedback, or if you use the support of IT and digital colleagues as part of your role. Thank you, and I hope you are able to take some rest time during the festive period. **I look forward to speaking to you all in the first 2023 Cable Newsletter.**
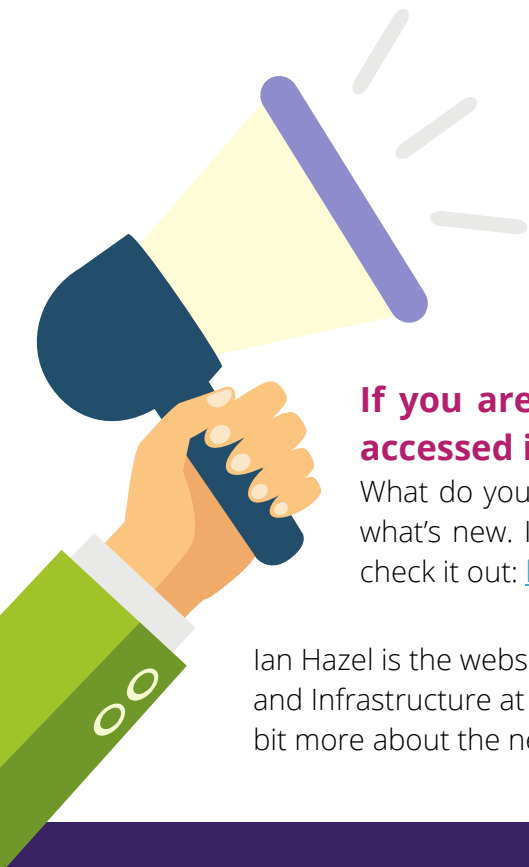
DSFS
NEW WEBSITE

If you are reading this newsletter, then odds are that you have accessed it via the new DSFS website.

What do you think? We hope you've had time to have a little look round and find out what's new. If you've found the newsletter another way, please do take some time to check it out: **https://dsfs-ltd.co.uk/**

Ian Hazel is the website's programme lead and Director of ICT and Infrastructure at DSFS. We had a chat with Ian to find out a bit more about the newly launched DSFS website.

Having a new website is very exciting! Can you explain the main purpose the website?

DSFS's main website presence was on the Chesterfield Royal Hospital NHS FT website, accessed via a sub-menu from the homepage. Feedback from our colleagues and suppliers said it was sometimes a bit difficult to find out about DSFS as they wouldn't be able to access information quickly, without going through the CRH site. We also wanted to drive and monitor our own website traffic, so we can tailor our content to our audience. Having our own independent website allows us to do both.

What will the site be used for?

We want to share and celebrate DSFS as much as possible – alongside our existing and future colleagues, customers, and suppliers. The site will act as a hub for our latest news, sharing information about what it's like to work at DSFS and latest career opportunities, as well as things like our core values, strategy, and inclusivity agenda.
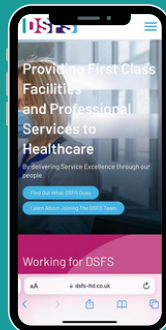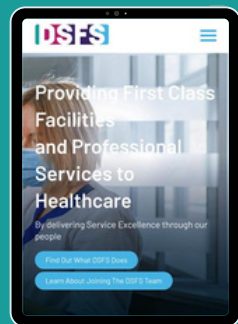
The new website is fully optimised.

Meaning the website will adapt size and content depending which device you are using.

Colleagues' profiles feature on the website.

"Working with my team is great! Every day is rewarding knowing I'm contributing to the services our NHS provides."
Jane Smith. Catering

What is something new you'd like to draw people's attention to on the website?

I'm particularly proud of the portfolios for the different services we provide to our customers, which can be found on our site. We've really taken the time to share information and insight into each area, which we'll continue to develop. You can find a few examples of these areas on this page – but please do visit the website to see for yourself – and if you have a team you'd like to add to the website, please do let me know!

A new feature we're progressing is the DSFS colleague blogs – 'a day in the life of' – where we chat to DSFS colleagues in a variety of roles and find out a bit more about them, their roles and how they provide service excellence every day. You might recognise one of our blogs from Adi Smith, ICT End User Services Manager, whose blog featured in the last edition of Cable.

We're always looking to speak to DSFS colleagues about their roles, so if you would like to feature your blog, please get in touch.

Is there anything else you'd like to share about the new website?

I'd like to say thank you to everyone involved in the development and launch of the site – it has been a successful team effort, and I am grateful and proud of what we have achieved together.

I am looking forward to the site becoming fully-established, which will take time as more people come to find out about it and we add more to the site, but we will have much better outcomes for our colleagues and customers when we reach that point as we will be able to communicate with people via our site directly.

If you would like to share any feedback about the website, or if you have any questions, please contact ian.hazel@nhs.net.

Patient Records

Our Patient Records team is responsible for delivering a timely and efficient service to all clients utilising the Patient Records service. The team retrieve case notes from around customer sites and are responsible for Data input into Patient Administration Systems.

Clinical Engineering

Our Clinical Engineering department provide a comprehensive pre-purchase, acceptance testing and service/maintenance for over 20,000 medical devices. We also assist with medical device training, risk assessment, incident investigation and compliance with hazard and safety notices.

Facilities Division

- Estates
- Porters and Theatre Porters
- Security
- Domestic Services
- Patient Catering
- Retail Outlets
- Linen
- Post
- Facilities Admin
- Patient Escort

Scan me
to watch our social media video about our new website.

Electronic Patient Record

Athar Ahmad is the EPR (Electronic Patient Record) Programme Manager for DSFS delivering this key digital improvement on behalf of Chesterfield Royal Hospital NHS Foundation Trust and has more than 20 years' project and programme management experience.

Before moving to his current role in April 2022, he headed the ICT Programmes Team for DSFS.

We spoke to Athar about EPR and how it will transform how we deliver patient care in our hospital, and across Derbyshire.
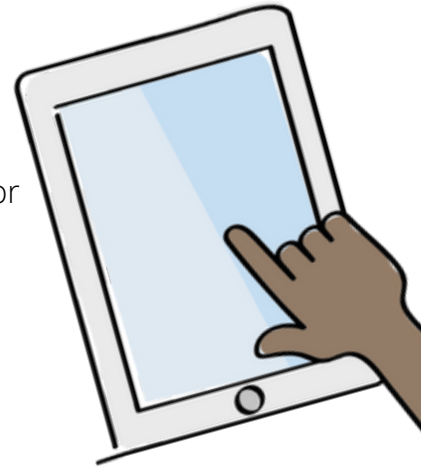

#HelloMyNameIs Athar, and I am delighted to be able to share an exciting update with you all about our Electronic Patient Record (EPR) project. We have a lot of work still to do, but we have been able to achieve so much as a team, so far. I hope you enjoy finding out a bit more about the project below. Thank you.

What is EPR?

EPR is a tailored digital solution, which will mean that all appropriate colleagues at Chesterfield Royal Hospital can access patient records using one system. As part of Joined Up Care Derbyshire (JUCD) we are working in partnership with University Hospital of Derby and Burton (UHDB) to invest in the system. This will allow both Trusts to work seamlessly together, supporting joined up care for our patients and community.

This sounds like a very big project – how long will it take?

This is one of the most significant developments for both Trusts and is a large project that will run for two and a half years.
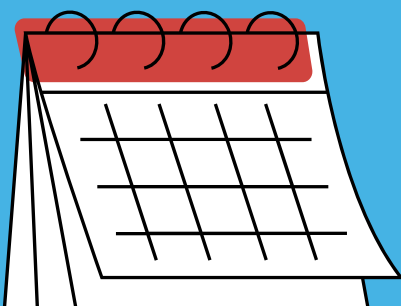
The project is taking a phased approach; starting with gathering and finalising the specifications for the new system, followed by selecting the right solution which meets our needs; and then finally introducing the new system, along with training colleagues ready for go live, which is planned to be around summer 2024. The project also supports lots of other projects and goals too.

Could you share a bit more about those aims, please?

Having an EPR across two sites is a great accomplishment, and we hope that the project will allow us to achieve a HIMSS Level 5 Accreditation – this is an international accreditation which scores hospitals around the world based on their EPR capabilities. Getting to Level 5 means that we'd have met certain checkpoints like:

- Our portable devices are recognised and properly authorised to operate on the network and can be wiped remotely if lost or stolen.
- We can track and report on the timeliness of nurse order/task completion.
- The EPR incudes full physician documentation.
- Our ambition is to reach Levels 6 and 7 too – so watch this space over the coming months and years as we progress our EPR system and processes.

Another goal is that we continue to deliver the EPR programme in line with our Trust's five-year Digital Delivery Plan and continue to share learning and experience to enhance our other delivery plans, like clinical quality plans.

What has been achieved so far?

Chesterfield Royal Hospital NHS FT and UHDB have held several engagements with colleagues across lots of areas, including nursing and midwifery, allied health professionals, clinicians, and operational teams. These sessions included workshops, surveys, one-on-one meetings, and team meetings.

We chatted together and produced a list of requirements from all teams, and then reviewed and assessed these requirements to see if we could implement requests to the new system. This was supported by a 'summit' gathering of colleagues and stakeholders in July – thank you if you were involved in this.

We then collated all this information and gained approvals from Trust and ICS (integrated care system) level.

There's a very large process behind installing and implementing an EPR across two Trusts!

How far into the procurement process are we?

We continue to work with NHS Frontline Digitisation and their regional team following our submission of the Outline Business Case in October 2022; working to provide responses to the feedback we receive from them.

We're working closely with the London Procurement Partnership (LPP) on the procurement process- with support from IT, procurement and finance teams at Chesterfield Royal Hospital and UHDB. We're close to the pre-tender market engagement phase, which is very exciting!

How can colleagues find out more information, and learn how EPR will affect them in their role?

We have just launched a series of drop-in sessions for colleagues – the door is open for anyone to join, listen and ask questions. We also have a dedicated EPR intranet page where colleagues can go for the latest news. You'll be able to find out when these sessions are via the intranet and internal communication channels.

Is there anything else you would like to share?

In short, there is a lot currently happening, and there is also a lot on its way! We have huge amounts of work to do in order to be in a position to have a world-class EPR system in our hospital, but we are working towards that, and we have a great team who is working on this project every day. I'd like to thank the whole team for their support with EPR at Chesterfield Royal Hospital – it will really transform the way we provide exceptional care to our patients and community.

If you are interested in more detail on what's happening and what's coming next, you can contact Athar via email: **athar.ahmad1@nhs.net**

We're leading the way

in supporting our patients to access their appointment information faster!

DID YOU KNOW?

The NHS App has more than 30 million users!

NHS

An exciting Project within the IT Programmes team, called **Wayfinder**, which combines Netcall's Patient Hub, and the NHS App is fast becoming the digital 'front door' to the NHS, with new features for patients to view and manage their hospital appointments.

We are proud to announce that Chesterfield Royal Hospital NHS FT is one of the first Trust's to go live with this exciting patient care facility!

With digital times ever evolving, many of us will already have the NHS App to:
- order repeat prescriptions
- book GP appointments and online consultations
- view your GP health record
- get NHS COVID passes
- manage hospital or clinical appointments with a specialist when you are referred by your GP.

Wayfinder *and the NHS App...*

The new NHS App feature currently includes patients being able to see all **hospital appointments in one place** and to have a **single point of contact** for all appointments.

We're delighted to be able to bring this to our patients, and we'll be tracking take-up of the feature, and also promoting the NHS App so more people download it and are able to use its features.

A **second phase, due early 2023**, will enable the Trust to utilise more functionality, such as **real-time notifications**, **clinical letters** and **questionnaires.**
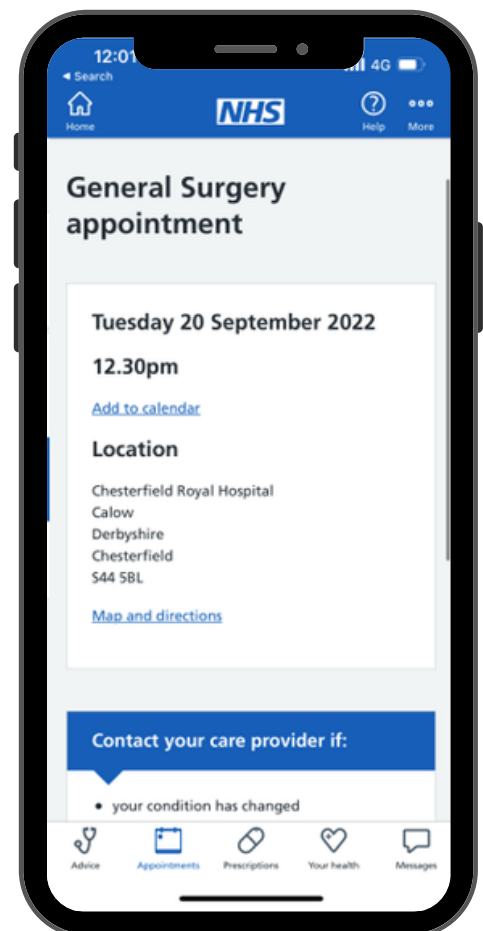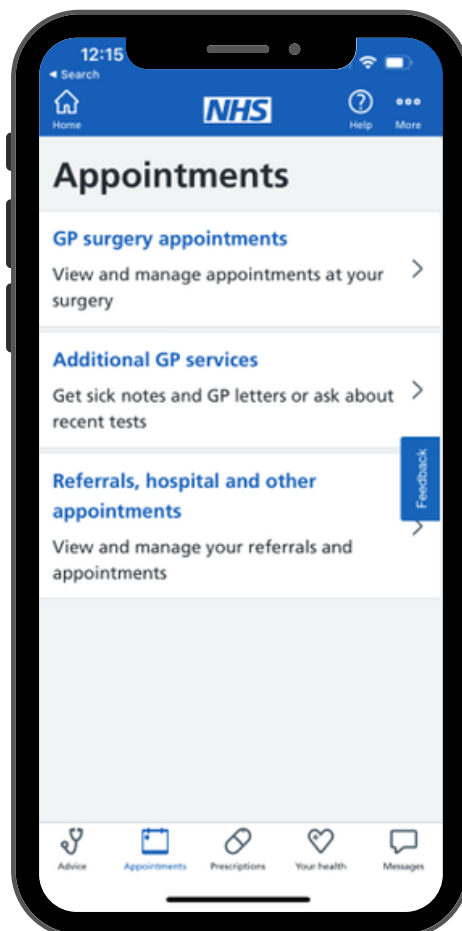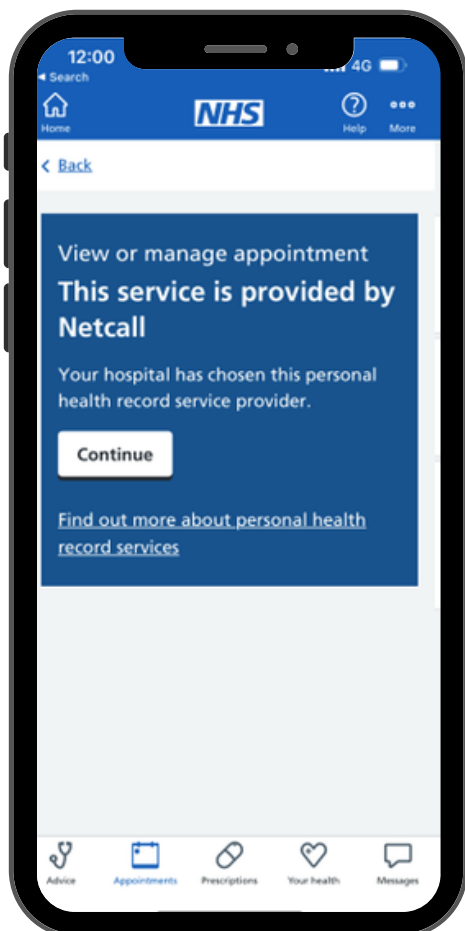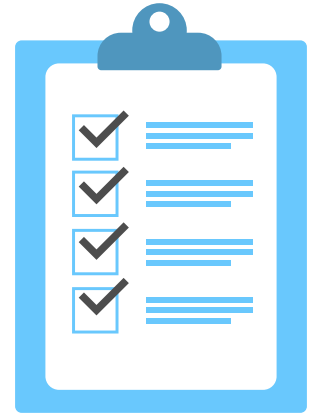
Patients can still access their appointment notifications through Patient Hub - they just need to follow the link on the text message they received.

For more information or any queries, please contact Amy Rowland via Amy.rowland6@nhs.net or Leanne Miller via Leanne.Miller9@nhs.net.

DSFS

Christmas Wordsearch

Spread some festive joy and take part in this year's Cable Wordsearch.

```
Y  X  N  A  Q  K  H  V  N  Q  D  H  Z  E  H  W  D  U  J  C
S  U  C  I  T  S  E  M  O  D  C  B  S  T  E  C  O  X  D  X
E  V  X  M  F  A  C  M  E  P  A  T  X  B  O  I  P  P  A  X
C  S  P  E  G  P  A  D  T  O  A  R  S  M  P  N  M  O  Q  T
U  W  R  N  F  P  F  N  E  T  E  I  M  O  U  O  B  P  R  E
R  A  Z  F  E  O  E  R  E  T  T  Z  R  I  G  R  C  T  U  V
I  Y  U  R  U  I  O  S  A  E  M  T  L  N  P  T  L  I  G  Z
T  F  N  I  T  N  X  I  D  U  F  Z  I  G  A  C  I  M  O  C
Y  I  F  A  Q  T  L  V  C  O  F  R  A  N  A  E  N  I  U  H
B  N  P  T  A  M  C  G  L  Z  E  L  V  S  M  L  I  S  T  E
B  D  I  J  T  E  T  I  L  E  H  F  Y  Z  C  E  C  E  E  E
L  E  P  K  F  N  O  I  N  E  A  A  W  Q  P  L  A  D  L  A
X  R  O  E  R  T  N  I  C  E  H  C  B  Q  R  P  L  J  B  W
J  B  R  A  P  E  G  A  F  S  O  I  P  N  E  S  W  X  A  N
Y  F  T  S  N  N  T  W  F  V  V  L  T  V  C  V  G  B  C  J
S  H  E  O  E  E  R  Z  R  W  Y  I  G  O  O  B  Y  O  M  K
V  F  R  O  R  G  J  T  L  Y  A  T  F  Q  R  I  U  B  J  N
M  H  S  I  E  N  H  S  H  B  U  I  T  I  D  Z  X  L  O  T
U  A  N  D  C  K  S  M  Z  D  Y  E  G  X  I  O  H  Y  U  N
V  G  C  B  K  Q  H  R  R  A  V  S  I  L  B  H  S  E  I  A
```

1. Wayfinder
2. NHS
3. DSFS
4. Appointment
5. Optimised
6. Record
7. Estates
8. Patient
9. App
10. Clinical
11. Website
12. Catering
13. Engineering
14. Linen
15. Electronic
16. Porters
17. Domestic
18. Retail
19. Facilities
20. Cable
21. Security