

SUMMER 2022 | ISSUE 2

Cable

The DSFS IT and
Digital Newsletter

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

This new and updated Cable newsletter brings you updates four times a year on all things digital – computers, applications, systems and how we're helping you 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

Thank you for taking the time to read the latest edition of Cable. It is important for our IT and digital colleagues to reflect on the exciting and critical projects and transformations they've been working on and supporting over the last few months, with an equally important view of what is coming up on the horizon.

I am incredibly proud of all colleagues for their hard work and dedication in some of our most ambitious and important projects (like Office 365 and EPR to name a few) and I am delighted to share our progress with you.

I'm looking forward to hearing your feedback on this newsletter, and I hope you enjoy finding out more about your digital and IT teams and how they are working for you.

I'd also like to welcome Alex Green to the team. Alex joins DSFS as Head of ICT and Digital Services, following Andy Ward's retirement earlier this month. Welcome to the team Alex!



What is EPR, and what are its benefits?

EPR (Electronic Patient Record) is digital information and data regarding the health of a patient. It replaces hard-copy health records, is accessible remotely across a range of services and is capable of providing data to shared care records.



Connectivity

- Time saved thanks to faster access to patient information, records and results.
- Patients will gain more one-on-one time with clinical colleagues.

Standardisation

- Support of safer, higher quality care by standardising consistent processes.
- Improved patient safety, quality of care, and experience when visiting CRH.

Accessibility

- Access to records in any setting at the hospital or while working remotely.
- Reduced waiting times, with colleagues having faster access to more complete and consistent records.

Efficiency

- Reduction in manual data entry plus improved medical device integration and voice technology.
- No need to repeat information to multiple departments.

Look out for 'I've Arrived'

'I've arrived' is a virtual queuing system that is used for face-to-face appointments. It supports patient flow throughout the hospital by queuing patients in an area of their choice until it is time to attend their appointment.

This new campaign allows a text or email notification to be sent to the patient two hours before their appointment – they then arrive on site and are given a queue position. Once there is space in the waiting room, the patient will be invited to attend their appointment. This means that a patient can wait for their appointment in their place of choice.

If you have any questions, please contact the team on CRHFT.patienthub@nhs.net



A day in the life of... Adrian Smith

As part of our new **'a day in the life'** feature, we'll be having a conversation with colleagues from a variety of roles for each edition of Cable. If you'd like your service or role to be in the 'spotlight' for the Autumn edition, get in touch via crhft.communications@nhs.net.



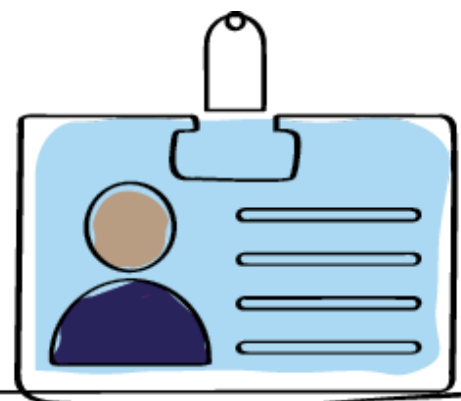
Hi Adrian, thank you so much for chatting with me today – let's start by telling me your job role and when you joined DSFS.

I'm an ICT End User Services Manager, and I've been at Chesterfield Royal Hospital for 26 years in November, and DSFS for about three years.

Tell us a little bit about how you came to be in your role.

I chose to work for the NHS because I wanted to give something back following a few accidents I had in my mining career. The care I received from the NHS during some of the lowest points in my life was exceptional. Following my last accident in 1997, which ended my mining career, I wanted to give back and say thank you – so I went back to college for a few years to study maths, English, IT and electronics.

Then I was offered a work placement in the NHS – I started on the helpdesk, followed by working in first and second line technical support, working my way up to supervisory management becoming a systems manager, diagnostics systems manager, and then now my current role as IT End User Services Manager.



I've got a lot of operational experience – 25 years gained from working in ICT, and Applications Support teams - the last eight as an Operational Team Leader/Manager. There were quite a few things I wanted to affect change on; such as getting ICT colleagues and our team recognised, raising the profile of ICT and to get recognition for the projects we're involved in and contribute towards.

What does a typical workday look like for you and your team?

That is a hard question! I am one of three managers, and my primary responsibilities are for our first and second line technical support. My role includes strategy, supporting operational pressures, monitoring service disruption and anything that affects service.

A lot of our planning and information comes from our twice-daily operational meetings – I get to catch up with the team and find out what is coming up, what came in overnight and what our priorities are for supporting the Trust.

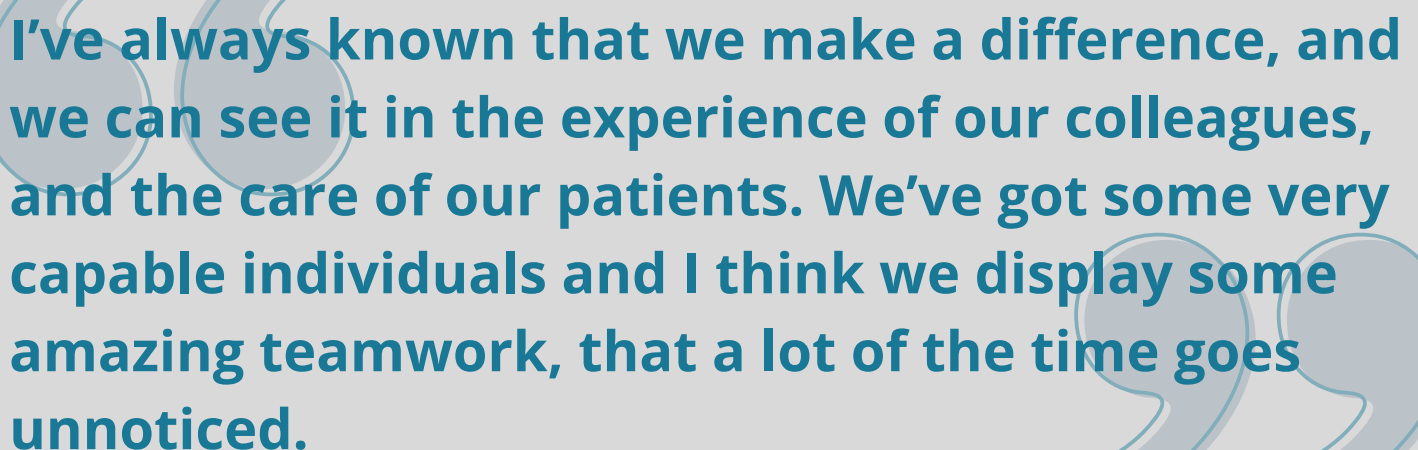
We review our plans daily and projects regularly, as well as looking at the calls that come through from colleagues to the service desk, we try to identify any patterns or potential minor or major incidents that may arise.

We keep a close eye on clinical services, as we need to know about these issues as soon as possible as the problems affect patient care – these can change priorities on the day, week and in some cases, the month.

What do you want to celebrate about your role/team?

We've still got a lot to do and achieve, but we're a great team. We can do great things, we've just got to try and pull it all together in line with the changes that are happening in the wider NHS, the Trust and the changes and developments in the IT industry.

That's what we all want to do; run the best service that we can and achieve service excellence.



I've always known that we make a difference, and we can see it in the experience of our colleagues, and the care of our patients. We've got some very capable individuals and I think we display some amazing teamwork, that a lot of the time goes unnoticed.

What challenges do you face in your role, and how do you overcome them?

Did you know that we look after satellite sites too, right across North Derbyshire? This can be a challenge as it also includes the clinical systems and software that colleagues use. However, with everybody working together, including Switchboard and Medical Records, we can offer a wider range of support for our users, not only at Chesterfield Royal Hospital, but our community too,



Georgina Millen
Switchboard Operator

For example, Switchboard colleagues support our on-call service – if a colleague needs a password reset out of hours, our switchboard team has been upskilled to be able to offer this service quickly and effectively.

On average we receive around 180 calls a day (and calls are rising) – we are a very busy department. Our amazing service desk can offer a remote fix for around 85% of calls, which is incredible. They limit the number of calls coming back to the technical teams, and also help solve problems faster for our colleagues.

Is there anything else you'd like to share with #TeamCRH, DSFS and RPC colleagues in your 'service spotlight'?

We're doing a lot of recruitment into our team, which has been really successful so far. We have two new colleagues join the team, and six weeks in, they're both doing really well, and have already started to make a huge difference for our users.

I'm proud of how we worked together during COVID-19. Our involvement is continuing with projects like digital maternity, EPR and UECD, and we'll be able to impact change from the offset, making a better patient and user experience.

Watch this space – we're going to keep going from strength to strength, particularly with some of our large projects on the horizon, like EPR.

Microsoft Office 365

We've been working hard as a team to replace Office 2010 with the latest office 365 software and apps – which includes the very popular Microsoft Teams. This upgrade has proven invaluable for our colleagues and teams who use the latest updates for hybrid working and meetings.

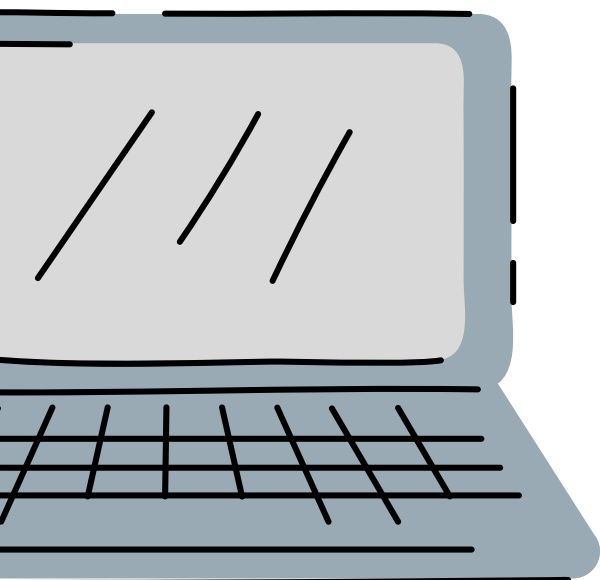
All #TeamCRH colleagues are licensed for Office 365 web use, and to date, 2,365 of colleagues are licensed for office desktop apps.



The project has meant huge updates and upgrades for our workforce, and a new way of working which has been welcomed by many colleagues. We've had some great feedback to date, and we'd like to say thank you for everyone's involvement.

The initial rollout of the software is just the start of a journey; the next steps for us are to ensure the Trust is getting the most benefit from Office 365 products, particularly in areas where computers are shared between colleagues (ie in a ward setting).

One of the benefits of Office 365 is the way it enables the Trust to improve the way we collaborate and develop new, safe, and efficient ways of working.



Work is underway to bring Office 365 to users within the new Virtual Desktop platform, named NVDI. We need to ensure all Trust equipment is of a suitable specification to allow a smooth user experience when using Office 365. We'll be supporting colleagues to achieve this. We look forward to sharing our future plans for roll out soon.

If you'd like to know more, please contact us at crhft.office365@nhs.net.

CareFlow Connect

CareFlow Connect is a secure electronic handover system designed to facilitate faster and safer care co-ordination for clinical teams.

It is part of the Digital Enabled Healthcare programme of work which will support the NHS Long Term Plan.

Our Medical Wards pilot has been hugely successful:

Total users: 1,035

Total handovers: 58k

Total patients: 5,173

The next step of the roll out will see CareFlow Connect on our surgical wards.

Thank you to all colleagues for getting involved and supporting this project.



NHS Digital

Keep I.T Confidential

Data and cyber security is our shared responsibility.

There are simple steps we can take to protect ourselves from cyber threats and keep unauthorised people away from sensitive or confidential information such as patient data, health care records or details of our IT systems

