

Clinical System Implementation Audit and Review Service

Lot 3



Service overview

Since 2002 LHis have worked with the local health system in Leicestershire to establish a digital service for primary care, which at that time was operating mostly on paper. This service has matured over the years to become a fully rounded service fulfilling all the requirements for commissioners of IT services for primary care services under the GP IT Operating model, first established in 2014 with the Securing Excellence in Primary Care paper.

LHis has experienced Project, Change and Training teams who can deliver a comprehensive clinical system implementation audit and review service (in line with the GPIT Operating Model for Primary Care)

- Align system usage with organisational strategy and objectives
- Identify areas for improvement in system configuration and implementation
- Utilise new features available since initial implementation
- Standardise practices and templates across divisions/teams/services (as appropriate)
- Realise unused features to deliver service benefits
- Expertise in TPP SystmOne and EMIS web

Service offerings:

The LHis clinical system implementation audit and review service typically is composed of a mix of the following deliverables as specified by the customer:

Preparation	<p>This involves the review of:</p> <ul style="list-style-type: none">• Organisational structure• Stakeholder analysis• System configuration and usage• Roles and responsibilities• Training provision• Operating systems and applications• IT policies and procedures• Planning documentation
Scoping	<p>Following the preparation step, objectives will be established for the audit which may include:</p> <ul style="list-style-type: none">• Template and configuration review• Process review and mapping• Unused functionality review• System administration• Training and development• Business continuity plans• Progress against strategic objectives• Benefits realisation
Workshops	<p>LHis will then hold a series of workshops to work with stakeholders to determine in more detail:</p> <ul style="list-style-type: none">• Barriers to change and how they might be overcome

	<ul style="list-style-type: none"> • Training needs analysis • Local service requirements • Templates and configurations • Variations in practice • Current and future state process mapping
Reporting	<p>Once the audit is completed the results are analysed to create a report:</p> <ul style="list-style-type: none"> • Detailing of the results of the audit against the objectives • Recommending actions to resolve any areas of weakness • Highlighting areas of good practice

On-boarding

The on-boarding process typically consists of LHis discussing customer requirements to determine:

- The scale and scope of the project management services
- Identification of any cloud migration requirements
- Project structure and organisation
- Legislative, reporting and documentation requirements
- The likely duration of the customer's project
- What (if any) additional project support resource is likely to be required
- Any special customer requirements

LHis will advise on best practice and offer lessons learned as appropriate.



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