Clinical System Support, Training and Facilitation

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 comprehensive clinical system training and support, (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
- Ongoing end user applications support and training
- Systems implementation planning
- Cutover planning, management and floor walking support
- GP system migrations project management
- System configuration review
- Support for upgrades and new feature rollout
- Expertise in TPP SystmOne and EMIS web

LHIS can then deliver support and maintenance of the solution, ensuring day to day operation and respond to user requests and upgrade requirements. LHIS is experienced at working with system vendors to provide end user support and incident management. Where required this support can be backed up with vendor support providing LHIS customers with a tiered support model.

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.

Gwendolen House, Gwendolen Road
Leicester, LE5 4QF

E: lpt.lhis.crmteam@nhs.net
T: 0116 295 3500
W: www.leics-his.nhs.uk

 @LeicsHIS

 NHS Leicestershire Health Informatics Service (LHIS)

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