NHS Greater Glasgow and Clyde

Board Meeting
Tuesday 15 December 2009 **Board Paper No 09/71**

Director of Health Information & Technology

PATIENT MANAGEMENT SYSTEM
APPROVAL OF FULL BUSINESS CASE

Recommendation

The NHS Board is asked to approve the Full Business Case for the Patient Management System for NHS Greater Glasgow & Clyde.

BACKGROUND

Five Health Boards (Ayrshire & Arran, Borders, Grampian, Greater Glasgow & Clyde and Lanarkshire) accepted a Commission Brief from the National eHealth Strategy Board to procure a suite of systems through a framework contract signed by NHS National Services Scotland (NSS) on behalf of NHSScotland. The procurement was a full OJEU/Competitive Dialogue and the consortium was supported by Pinsent Mason (legal experts in this type of OJEU) and NSS for the procurement support. The process also included two external Office for Governance and Commerce (OGC) Gateway Reviews in line with best practice.

The procurement process identified a clear winner in InterSystems/TrakCare.

The outcome of the consortium-led procurement project was a framework contract for a single solution or suite of solutions with associated services accessible to all NHSScotland Boards by call-off. The framework contract includes Northern Ireland for the OJEU Notice and partner organisations such as hospices if appropriate. The target date for a framework contract to be in place is January 2010.

NHS Greater Glasgow & Clyde has had key representatives in all 3 layers of the PMS procurement project structure and this has provided confidence that the preferred solution is suitable for our needs

Attached is the full Business Case for the procurement and implementation of a comprehensive set of clinical and administrative systems known as Patient Management Systems (PMS) for NHS Greater Glasgow & Clyde.

These systems will be a cornerstone of our IT for the next decade and beyond and will be a key enabler for the implementation of the Acute Services Review.

This is a very considerable undertaking and investment for NHS Greater Glasgow & Clyde. In light of the ongoing publicity around Connecting for Health in England, noted below is the

Gateway Review Conclusion summary (draft) from the programme's recent OGC (Office of Government and Commerce) Gateway Review.

"Gateway Review Conclusion

The Review Team consider that PMS procurement is on tract to achieve an excellent outcome both in terms of the deliverables and how they are being achieved. The programme has delivered a reduction in the implementation budget from £60m to £44m.

The Review Team saw evidence of an exemplary, robust procurement process that succeeded in maintaining competitive tension throughout the chosen competitive dialogue process. The level of multi-stakeholder engagement across all five participating Boards and NHS disciplines and professions contributed to the success of the procurement. This was also highly evident in the level of enthusiasm and commitment amongst all those interviewed. These elements were brought together by sound and effective governance and programme management employed pragmatically to support the programme goals.

Subject to the successful completion of the framework contract, subsequent call-off contracts and the close out of the procurement phase, the Review Team suggest that this success is recognised by the eHealth Strategy Board and consortium NHS Boards through a "celebration of success" event that also launches the next phase. Other programmes within NHSScotland and the wider public sector would benefit from sharing in the expertise and experience gained".

The Business Case unavoidably contains some technical language and a brief glossary of terms is attached.

CONCLUSION/RECOMMENDATION

The NHS Board is asked to approve the Full Business Case for the Patient Management System for NHS Greater Glasgow & Clyde.

GLOSSARY OF TERMS

PAS	Patient Administration System
HIS	Hospital Information System
ePR/EPR	Electronic Patient Record
OCS	Order Communication System
OJEU	Official Journal for the European Union
OGC	Office for Government and Commerce
PIR	Post-Implementation Review