

Core brief

Monday 18 March 2019

Introduction

This issue of Core Brief details a message from Chief Executive Jane Grant.

Message from Jane Grant, Chief Executive

This weekend, our eHealth directorate successfully delivered a significant upgrade of NHSGGC's Patient Administration system, TrakCare.

TrakCare is one of NHSGGC's key systems used to manage patient flow, from appointing to discharge across all acute and community inpatient settings. The system also provides the organisation with its diagnostic test ordering capability across our hospital sites.

The system was taken offline on Saturday evening (15th) with teams working throughout the night to migrate the data and to test the latest version and its interfaces prior to handing back for operational use to the user community by 11.00am on Sunday morning.

This occurred seamlessly with all staff involved going the extra mile to ensure a smooth transition.

We are the biggest single user of the TrakCare software worldwide so this was a significant undertaking and I would like to thank all clinical, administrative and eHealth staff who were involved in the forward planning, testing and go live activities this weekend.

More than 4000 staff have already logged into the new system this morning and the feedback from users on the upgrade has been very positive.

Are your contact details up-to-date? [Click here](#) to check