

## 1.20.2 IT Systems

Please describe the IT systems and software you propose to use, to deliver and manage the service and why these systems are appropriate for the Services being delivered.

Where relevant, please include your proposed method of integration, with the relevant NHS and Social Care organisations and their systems?

(Maximum Word Count – no limit but be concise)

### 1.20.2.1-Key roles

Our Director of IT and Digital Strategy has overall responsibility for the technical infrastructure design and implementation of our systems, support arrangements and management of service provider contracts.

Vocare has a dedicated in-house IT Helpdesk and team of specialist engineers accessed via the intranet or telephone, including an on-call function which operates outside of core hours [08:00 – 22:00 Monday to Friday] ensuring end user and critical systems are supported 24/7/365.

### 1.20.2.2-Adastra (Patient Management System)

Our proposition is underpinned by the continued use of Adastra as the clinical system leveraging our experience and capability of the product.

Vocare are highly experienced Adastra providers with exceptional knowledge of providing safe and effective services at a local and national scale. This coupled with our excellent working relationships with Advanced, NHS-Pathways and NHS Digital means we are seen as opinion leaders and key influencers. We have a team of Adastra SME's and whilst we do not have the detailed specification of the mandated West Midlands Adastra platform, we do understand that it meets the requirements of the IUC specification and is fully compliant with the following National Systems: -

- NHS Interoperability Toolkit v2 (ITK) – Enabling Safe and effective patient referrals to compliant systems, such as GP Out of Hours, GP In-Hours etc
- NHS Pathways including PaCCS
- NHS Directory of Service (DoS)
- The three capabilities above enable the onward referral of patients to the most clinically appropriate service as set by the commissioners. ITK is also used for referrals into the service from NHS111 and NHS111 Online.
- Post Event Messaging via ITK/MESH/NHS Email
- Personal Demographic Service (PDS)
- Summary Care Records (including SCR-AI/ESCR)
- NHS-Mail
- Electronic Prescribing (EPS)
- Special Patient Notes

- CP-IS (Child Protection Register)
- GP Connect – enables appointment booking with compliant GP Practices
- CareConnect – enables appointment booking to compliant ED systems/EDDI, supporting NHS 111 First programme.
- SMS – appointment confirmation messages to patients.
- IUC ADC reporting
- Integrated Care Record (Graphnet)
- Docman Connect – enables post event messages (PEM's) to be sent to the GP practices

Where interoperability with other systems exists, we will use it, where integration is not possible we will deliver pragmatic, workable solutions based on safe operational processes.

### **1.20.2.3-SystmOne**

Our proposal is to extend the use of the SystmOne in hours clinical system for the out of hours prison service provision. This is to ensure that one clinical system and master patient record is retained. Remote access to the Vocare SystmOne unit can be made available via our HSCN connection and all telephone triage calls will be conducted using Mitel and Redbox call recording. When a base / prison visit is required, our clinicians will use the SystmOne unit on site due to the restrictions in place for taking in equipment to the prison. The clinical consultation will be recorded in SystmOne.

### **1.20.2.4-Mitel (Phone System) & Redbox (Call Recording)**

We use the Mitel connect Telephony system for all inbound and outbound calls. The platform is running on version 22.11.9300.0 and is backed by the Redbox Call recording system which is configured to record all patient calls and retain them for the required length of time.

The Platform was significantly upgraded in September of 2020 to improve resilience, at the same time we moved large parts of the infrastructure to operate from our secure co-located Data Centre. As a tier 3 data centre there are multiple paths for power and cooling systems, and it is fully protected against fire and flood damage.

We use diversely connected SIP (Session Initiation Protocol) trunks to make and receive external calls ensuring that the calls have the highest sound quality possible, the platform can be scaled quickly and easily to meet the demands placed upon it. Mitel provides the flexibility for physical handsets to be deployed at the Centre locations and for a softphone installation on desktop / laptop machines where clinicians are based remotely.

### 1.20.2.5-Business Data Warehouse

In the last 18 months Vocare have deployed a best-in-class Data warehouse, utilising software across a number of vendors recognized as leaders in BI publications such as Gartner Magic Quadrant in the USA, and BARC in Germany. The technology is based on a widely accepted combination (known as the EAT stack)

- Data Storage - Exasol & Datavault Builder
- Data Transformation - Alteryx
- Data Visualisation - Tableau

The selected tools integrate exceptionally well, providing non-overlapping functionality, and leverage each other's strengths. The solution has the ability to scale up and down with increasing or decreasing data volumes and systems to reflect changing contractual and organisational needs.

This technology combination delivers an enterprise data warehouse platform capable of end-to-end data extraction, storage and visualisation across all entities and operational systems, including Adastra and ShoreTel allowing near real time reporting of contractual performance and other key metrics. We will utilise this technology the best we can accepting that we will not have direct access to the underlying RAW data on the West Midland Alliance platform.

### 1.20.2.6-GoodSam Video Conferencing

We are replacing our current video consultation solution [Q-Doctor] and deploying GoodSam video solution across all contracts to. This is strategically aligned with the NHSE procurement and deployment of GoodSam and linked to the IUC. GoodSam is utilised by the majority of the NHS111 services including the new NHS Volunteer service bringing the 3<sup>rd</sup> sector organisations as credible support functions for all.

As GoodSam has passed all the NHSE kitemarks and governance requirements alongside positive user experiences we are assured it is a safe and effective solution for the OOHs service. It is intuitive with a simplified start process compared to previously trialled solutions. Evidence from GoodSam and NHSE suggested that call times were reduced from 15 minutes to 6 minutes which the pilot would hope to replicate

Benefits of the solution:

- 1-way video maintaining the 111 call
- Multiway video bringing in others (e.g. Senior clinician, next of kin, carer)
- HD photo sharing
- No need for Apps
- Provides patient location
- Ability to transcribe and translate to improve the patient experience
- Access to the Volunteer network from NHSE

**1.20.2.7-Quinyx (Rota System)**

We utilise the Quinyx rota system which is a market leader in scheduling and rostering that places the employee at the heart of the scheduling system. Enabling shifts to be viewed online, automated approval of annual leave and shift swap requests, and simplified month end verification processes.

**1.20.2.8-Datix**

We utilise the trusted Datix system for a host of services and have signed up to the Datix Cloud IQ (for secure management of complaints and incidents) and also Datix Policy Manager (for Audit and policies).

**1.20.2.9-Proposed method of integration with relevant NHS and Social Care organisations and their systems****a)-Integrated Care Record**

Using single-sign on, Adastra seamlessly integrates with One Health and Care Integrated Care Record which has been adopted across the North and South Staffordshire region. Through the Adastra – Graphnet API, when a patient presents to the Out of Hours service our clinicians can view the patient's record within their consultation in Adastra. The Integrated Care Record provides our clinicians with a read-only view of the patient's data from a number of different health and social care systems such as Primary Care, Mental Health and Social Care services.

Utilising the Integrated Care Record provides our clinicians with a single source of data, not only enabling them to make more informed decisions to provide better and safer care, but since the record viewer can be called at any point, it provides the flexibility to view this information at multiple points during the patient journey.

We understand the West Midlands Alliance Adastra platform is compliant with the LHCR programme and would expect it to operate in much the same way. We have experience of working with the programme and will utilise our technical understanding to further enhance future development.

**b)-CPIS**

Adastra is integrated with Child Protection Information Sharing (CPIS) so if a child presents to the Out of Hours with either a Child Protection Plan or Looked After Child status, this note will be visible to our clinicians directly within the Adastra record/consultation. This note will include key information such as the Lead Local Authority, in-hours and out of hours contact details and details of the child's previous 25 visits to unscheduled care settings in England. Upon case closure, the social care team is automatically notified that the child has attended with the service's safeguarding details for any follow-ups that the Local Authority may require.

**c)-Prison integration**

The prison solution we provide with our specialist partners is directly linked into the SystmOne Healthcare module. This provides a direct access to the same detail, care records and health plans as in house prison healthcare. This optimum model allows for an inclusive view and provision of care for substance misuse and mental health conditions.