

Proposal for the provision of e-Lloyd George Service to

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CONTENTS

- 1. St Helens & Knowsley Health Informatics Service - Overview**
- 2. Executive Summary of requirements**
- 3. Summary of our solution**
 - **Including Goals and Objectives**
- 4. Service Description**
 - **Including Features and Benefits**
- 5. Implementation Process and Practice Responsibilities**
- 6. Information Governance and Compliance**
- 7. Project Implementation**
- 8. Evaluation and Review**
- 9. Service Fees**
- 10. Assumptions**
- 11. Appendices**

1. St Helens & Knowsley Health Informatics Service - Overview

St Helens & Knowsley Health Informatics Service (StHK HIS) was established in 2000 to enable a new strategic direction for the health community informatics.

The service has now matured, and delivers to every type of NHS organisation, from Commissioners to Provider services, Primary, Secondary and Tertiary care and mental health.

The fundamental components of the service are built on quality in-house staff, industry standard ICT infrastructure, robust information systems, business processes and an overarching culture of delivery, whilst working with customers to ensure strategy and innovation meets clinical and business needs.

StHK HIS is a shared service, and unlike outsourced IT services, works in partnership with all its customers, allowing the effective use of skills and resources, economies of scale and StHK HIS experience and knowledge to be a benefit to all customers.

StHK HIS is governed by the Health Informatics Service Board, which has a membership drawn from all its Customers. The Board has the responsibility for approving the Informatics Strategy, including approval for funding and expenditure to support the Strategy.

StHK HIS provides Informatics services to six major stakeholders, servicing over 14,000 users (including Directors, Admin /Clerical, General Practice, Community staff, Consultants, Nurses) and 155 sites.

Through this proposal we will demonstrate why StHK HIS is the natural choice for xxxxxxxx ensuring a quality service that can only enhance the reputation of the practice for service delivery and patient care within the NHS.

[Our Proposal](#)

StHK HIS aims to give its Customers the flexibility and choice to prioritise, develop and react quickly to their local need and not be restricted by commercial organisations or system suppliers.

This document proposes that StHK HIS delivers an Informatics service to xxxxxxxx, working in partnership to drive innovation, quality and cost efficiency.

The recommendations in our proposal provide an opportunity to significantly increase service levels whilst reducing costs, achieved through a highly skilled and capable workforce, uniquely placed to deliver proven systems.

This Proposal defines the service for our e-Lloyd George Service (e-LGS) and demonstrates how we will provide a quality, comprehensive service at a fixed cost, maximising value for money.

It is anticipated significant measureable service improvements with quantifiable savings and efficiencies, ultimately leading to improved patient care, will be achieved through the adoption of this proposal.

2. Executive Summary of Requirements

Background

To be completed

Options to consider

1. To retain current status, i.e. do nothing. The Lloyd George Library will continue to grow as new patients join the practice, and existing records will continue to degrade over time. All the risk and costs associated with paper records will remain and storage requirements will increase.
2. Digitise the contents of the Lloyd George envelopes, ensuring current quality is retained, storage space is diminished and all administrative and storage costs disappear.

Key Requirements of XXXXXXXX

1. To deploy a solution that reduces all the administration and risks associated with paper Lloyd George documentation.
2. To ensure minimal disruption to the practice, and all key practice staff are trained on the system.
3. To be confident that the service works and is fully supported by an organisation that understands your requirements.

3. Our Solution – A Summary

Service Overview

To resolve these issues, we have developed an e-LGS which demonstrates significant improvements in time and cost efficiencies for GP's and staff, increased security of patient records, and ultimately in supporting patient care.

The service was developed using our Acute Electronic Document Management software, and a bespoke design has been implemented specifically for contents of Lloyd George Envelopes.

This document proposes that StHK HIS delivers our e-LGS Service to XXXXXX, working in partnership to drive innovation, quality and cost efficiency. This proposal outlines the service in full including support and training and the benefits of adopting and sharing an established service.

The recommendations in our proposal provide an opportunity to significantly increase service levels in relation to access to information for practice staff, whilst reducing costs that would be associated with the administration, management and storage of these records. All of this will be achieved by using our highly skilled and capable workforce, uniquely placed to deliver a robust, tried and tested e-LGS service.

By contracting with StHK for the provision of our e-LGS, an immediate impact can be felt by practice staff and requests for information can be dealt with more efficiently.

We will also deliver significant measureable service improvements with quantifiable savings and efficiencies, ultimately leading to improved patient care.

Goals and Objectives

By adopting our proposal, StHK HIS will aim to:-

1. Implement the e-LGS within the practice within agreed timescales.
2. Ensure all authorised users are trained on the system to an appropriate level.
3. Support the system and its users for the duration of the contract within the service levels and Key Performance Indicators agreed.

4. Service Description

Service Feature	Service Benefits
Consultation – by consulting with your Practice Project Lead, we will agree on implementation timescales, processes, expectations and assumptions of both parties.	By discussing and agreeing the process in detail, we reduce the risk of error or mis-understanding, ensuring a smooth transition for your Practice from paper based records to digitised information.
Remote Project Management - our Project Team will work with your Practice Lead to ensure that all expectations are met and results demonstrate benefits and efficiencies. A Project Implementation Pack will be provided at the start of the project.	One point of contact will manage the process with you from start to finish via telephone and e-mail, giving you the confidence in our service delivery and a clear communication route.
Collection and Delivery - We will deliver the secure boxes that will be used to transport your Lloyd George Records. At an agreed date after that, when your Practice will have packed all the Lloyd George envelopes into the boxes, we will collect the boxes and deliver them to our secure Scanning Department and prepare all documents for scanning.	It is our responsibility to collect the boxed records. NHS drivers ensure safe and secure transportation of records to our NHS Scanning Bureau.
Document Preparation – Our team go through each Lloyd George envelope to assess each document to ensure it is identifiable, and legible, ready for scanning. Any unidentifiable records e.g. missing an NHS number will be returned to the practice, without being scanned, for reconciliation at the end of the Scanning Process. These can be returned for scanning at a later date within the future collections.	Our Scanning Bureau has over 70 staff who are all experts in document preparation to ensure the best quality scan possible and records are placed in the appropriate chapter. We guarantee that, post-scanning, documents will be at least as legible as the paper copy.
Document Scanning – StHK HIS undertake the scanning operation of all documents within the collected Lloyd George envelopes into the e-LGS Software. A small sample of Lloyd George content is returned to the practice for QA and validation.	Our state of the art scanning technology will process thousands of documents per day, under the watchful eye of our team of Scanners. The result is a clear document being available to all authorised users within your Practice.
On-Line Portal – The method of viewing digitised records. It is secure with user name and password access and includes a complete Audit Trail for the System Administrator to review when necessary.	Security is paramount and you have peace of mind that not only are the people who can access your patient data is controlled, but that any access to the system is logged in the event of any access queries.
Return of Lloyd George envelopes – StHK HIS will deliver the empty envelopes back to the Practice following destruction of the clinical information. Destruction of any records by StHK HIS is supported by a certificate of destruction.	By ensuring we have upheld the key principles of Information Governance, you have peace of mind that the transportation, handling and the ultimate destruction of your documents is done by adhering to clear guidelines and policies.
Training & Support – Access to the on line e-learning module will be made available to the Practice Project Lead to share with authorised members of the Practice team. This will include administration processes and fault reporting.	All Practice staff will be able to use the system and will get the most benefit from the service and the information it can deliver.
On-going scanning service – new patient records are collected and scanned into the e-LGS system throughout the duration of the contract. (up to two times per year).	This process ensures that the records of patients join your practice are scanned in at the earliest opportunity, ensuring your Practice is as “paper-lite” as possible.
Access to the Service Desk – you can report faults via telephone or e-mail. We guarantee 95% system availability during core hours. (Mon–Fri 09:00–17:00 excl. Bank Holidays)	e-LGS can be accessed at any time of the day or night, not limiting users to standard business hours, offering flexibility to decide when and how they use the service.
Scheduled Data Back-Ups – your data is backed to tape and disc up in line with our “best Practice” industry standard procedures.	By ensuring we perform regular scheduled back-ups of your patient’s data, you can be safe in the knowledge that in the event of a disaster, your data will never be lost.

5. Implementation Process and Practice Responsibilities

This section outlines the step by step process involved to ensure a smooth deployment of e-LGS. We will work with you all the way to ensure all necessary steps are taken.

This is a “tried and tested” procedure and ensures that we have met all logistical, Information Governance, technical and administration requirements of all stakeholders to ensure a smooth transition for your Practice.

1. The Practice will nominate a Project Lead, prior to the start of this process, who will be our contact during the Project.
2. The Practice is to provide an Excel spread sheet giving demographic detail for all patients currently registered with the practice. The scanned images will be linked to the demographics provided. The following information is required:
 - NHS number (current)
 - Title
 - Surname
 - Forename
 - Date of birth
 - Sex
 - Addr1 – House name/Flat no.
 - Addr2 – House no. and road
 - Addr3 – Area
 - Addr4 – Town
 - Postcode
3. The demographic spread sheet will be emailed to jennie.briggs@sthk.nhs.uk 5 days prior to the pre-agreed collection date of the Lloyd George records.
4. The Practice must ensure that the current NHS number is displayed on the outside of the Lloyd George envelope. If the NHS number is **not** displayed the record cannot be scanned and will need to be returned to the Practice for correction. Once rectified, these records will be collected for scanning at the next scheduled collection from the Practice.
5. If a patient has multiple Lloyd George envelopes the Practice must secure them together prior to collection.
6. The Practice must remove any ECG Traces or CD-ROMS in the Lloyd George Envelopes.

7. The Practice will create a second copy of the Excel spread sheet and insert an additional column headed **Box number**.
8. StHK HIS will deliver secure boxes for the Practice to pack the Lloyd George Envelopes into. These boxes will be delivered in one drop and the Practice must ensure they have enough space to accommodate the boxes during the packing process.
9. StHK HIS will e-mail an Implementation Pack to the Practice Lead, which will include:
 - a. **Labels** - to be printed off and numbered by the Practice and securely attached to the boxes containing the Lloyd George Envelopes. The Practice must record the box number against the appropriate patient details on the spread sheet detailed in Point 8, ensuring the spread sheet corresponds with the contents of each box.
 - b. **Back-up Policy** – detailing the back-up regime that StHK HIS will implement for your Lloyd George digitised data
 - c. **Certificate of Satisfaction & Destruction** – for completion at the end of the scanning and QA process.
10. If the Practice is not sending a Lloyd George record for a patient who is listed on the spread sheet '**not sent**' must be recorded in the box number column.
11. The Practice will email the second copy of the spread sheet (with the Box Number column), to gp.archiving@sthk.nhs.uk on the pre-agreed date of records collection by the Health Records driver.
12. The boxes must be ready for collection on the pre-agreed date and time for the NHS driver to pick up. The driver will tie the boxes securely with cable ties, prior to loading.
13. The Practice must email the Title, Surname and Forename of Practice staff that will require access to the system to jennie.briggs@sthk.nhs.uk indicating which staff will need administration rights.
14. All documents will be scanned in the order they are in within the Lloyd George envelope. If any documents are subsequently found to have been previously mis-filed, therefore, scanned into the incorrect electronic patient record, we will rectify this on the e-LGS system as soon as possible, after notification from the Practice.
15. STHK Informatics will liaise with the local IT Provider to ensure relevant system details are available when requested. The STHK Informatics contact is Ian Hendry – contact details are ian.hendry@sthk.nhs.uk (0151 676 5827)
16. The Practice will also inform their local IT Provider of the STHK Informatics contact details.

17. The Practice must confirm that the minimum IT specification has been met:-
 - a. Windows-based PC or laptop
 - b. 2GB of RAM
 - c. Intel Pentium Dual Core 1.8 GHz processor.
 - d. Able to Microsoft Windows XP and Windows 7.
18. In addition, a GP practice will require at least one computer with a DVD-RW drive so that records can be transferred to encrypted electronic media for patients leaving the practice and to respond to information requests from solicitors, insurers or other officials.
19. The Practice must request their local IT Provider to install Silverlight and Java 1.6 update 17, on the Practice PCs and put the E-LG icon on the desktop.
20. The Practice must inform their local PCS organisation of their deployment of e-LGS, to ensure they will accept encrypted electronic media containing Lloyd George documentation when handling patient movements in their area.
21. It is the responsibility of the practice to ensure that any transfers of data using electronic media, for any purpose, from the eLloyd George System, are encrypted prior to release of the data from the practice
22. Training will be performed via the e-Learning module on the e-LGS website. You will be given full instructions and guidance on how to access the Training module, prior to "Go-Live" of the system at the Practice.
23. The STHK Health Informatics System Administration Team will create user accounts for the Practice based on information provided.
24. The Practice will be responsible for validation checks of a representative number of scanned records against the Lloyd George clinical content, within ten working days of return of the QA sample records by the STHK driver, and must confirm acceptance of the scanned records by signing the Certificate of Satisfaction & Destruction contained in the Implementation Pack.
25. The remaining empty Lloyd George Envelopes will also be returned to the Practice in the same delivery, to be retained by the Practice.
26. STHK Health Informatics will arrange confidential waste destruction of the contents of the Lloyd George record within an agreed period of no more than four weeks following signature of the Certificate of Satisfaction & Destruction.
27. The Practice will be responsible for the confidential waste destruction of the contents of the Lloyd George envelopes that formed the QA Sample Set (Point 22).

28. STHK HIS will send a copy, via e-mail, of the Certificate of Destruction for practice records for the records we have destroyed.
29. Further collections of new patients Lloyd George Records will be made up to two times per year for on-going scanning into the e-Lloyd George System for the duration of the contract. Dates will be communicated to the Practice prior to collection.
30. For new patient Lloyd George records, secure boxes will be dropped off for the Practice to pack the records. At a pre-arranged date, the boxes will be collected and a spread sheet (as detailed above), must be forwarded onto StHK HIS to be used for validation of records received into our scanning department.

6. Governance and Compliance

Information Governance & IT Security

- The StHK HIS ensures that the key principles of Information Governance are upheld by setting clear policies and guidelines for all users. These relate to Information Governance Management, Data Protection, Confidentiality, Information Security, Clinical Information, Secondary Users and Corporate Information.
- The StHK HIS proactively applies in an automated manner all operating systems, server software and application updates.
- We have engaged with our Trust solicitor who has published a document that is designed to give any users advice and assurance on:-
 - The general legal position.
 - The Code of Practice.
 - GP Records Guidance.
 - Compliance under current legislation e.g. the Data Protection Act, the Access to Health Records Act, and the Freedom of Information Act.
 - Admissibility of records as evidence.

Data Quality

- Best Practice procedures underpin the work of the Data Quality Team who undertake regular compliance audits and assist our customers to provide effective and safe patient care. We work closely with all our customers to ensure that data quality standards are agreed and adhered to.

7. Project Implementation

StHK HIS will apply its proven PRINCE2 controlled business change and programme management capability, to ensure a smooth transition to new systems and services. All the systems and services offered in this proposal include remote change and project management support from StHK HIS during transition and implementation.

The table below describes our project management process and the provisional start date for the process for XXXXXXXX.

HIS	
Consultation	StHK HIS will consult over the telephone and via e-mail, with all key stakeholders to drive all stages of the transition
Planning	StHK HIS project team will plan the project working closely with the Practice Lead to achieve their objectives. This planning stage will be conducted over the telephone and via e-mail.
Communication	Communication will be integral to the success of the transition and will be fundamental to all processes within the implementation.
Operational Sign Off	Approval to proceed with implementation from key stakeholders
Build	StHK HIS Project Management team will liaise with the suppliers to ensure timely delivery of the service.
Commencement of Project	<p>Our proposed timescale for this project is:</p> <ul style="list-style-type: none"> • Two copies of the signed Service Level Agreement returned to StHK by – TBC • Practice Project Lead nominated by - TBC • Delivery of Boxes at Practice – TBC • Collection of packed Boxes from Practice – TBC <p>PLEASE NOTE: The above proposed timeline is dependent on the two signed copies of the Service Level Agreement being returned to StHK HIS by If there is a delay in receiving the documentation, this timescale may be reviewed and revised timescales proposed.</p>
Test	All appropriate stages of system testing will be planned and scheduled.
Implement	Implementation of the new system will be managed by the StHKHIS Project Team in line with agreed timescales.
Training	Basic user training will be provided through our e-learning module in time for “Go-Live”.
Supported Go Live	During the Go Live XXXXX will have telephone support from StHK HIS
Project Sign Off	End of project review by telephone by StHK HIS and XXXXX and Project Sign off obtained.
Optimisation	Once live the HIS will continue to remotely support end users and the development / management of the system.

8. Evaluation and Review

By our continual process of evaluation and review we can demonstrate that our agreed overarching strategy is being achieved and having the impact that was expected.

We continually review our service delivery against the following metrics:-

1. Help Desk Remote Support for fault reporting to be available 24/7/365 via telephone (09:00 – 17:00 Mon-Fri excl. Bank Holidays) or e-mail outside of these hours.
2. The e-LGS will be available for at least 95% of the time during core working hours (09:00 – 17:00 Mon-Fri excl. Bank Holidays)
3. All scanned documentation to be at least as legible as the paper record.
4. Regular (up to 2 times per year) scheduled collection of new patient records to the practice.

9. Assumptions

This proposal is dependent upon certain conditions and assumptions on staffing, infrastructure, expenditure and current clinical systems.

Below is an attempt, without the benefit of due diligence to describe what some of those criteria will be:-

- All consultations, project management, training and communication will be performed remotely using telephone and/or e-mail communication to complete the stages.
- All legacy system, equipment, contract and supplier costs will be met by the Customer.
- All IT equipment will meet minimum specification if not purchased through Informatics.
- StHK HIS will be able to access an extract of patients demographic from each practice.
- At least one Practice PC to have a DVD-RW function.
- Connectivity to the service will be through an approved NHS/Public Sector network and is the responsibility of the customer.
- Site Survey may be required – any additional costs highlighted by this will be borne by the customer.
- In preparation for the service deployment and collection of records, the practice will be responsible for collating records into provided, secure boxes, in the order agreed with StHK HIS.
- Additional charges may be incurred for the extra care and handling of poor quality documents to ensure they can be scanned.
- An agreed rate of patient turnover will be included in the proposal fees.
- Any deviation from the agreed schedule may result in a GP Practice being re-prioritised.
- A minimum 5 year agreement will apply.
- At the end of the minimum term, the contract can be extended, subject to negotiations. If the Practice wishes to terminate the service at the end of the minimum term, a fee will be chargeable to the Practice for the return, via electronic media, of the data, to the Practice.
- This proposal is based upon assumptions which are designed only to provide an estimate of services and cost, and may be subject to change after further discussions.
- An annual assessment will be made of increase of records, and the service fees may be adjusted in time for the next year's invoice, which will be payable by the contract start date anniversary each year, back dated and pro-rata, and for the next year in advance. (subject to an agreed percentage tolerance increase)
- All assumptions will need to be confirmed and are subject to negotiation. The final proposal with fees will be produced after confirmation.
- All prices quoted within this proposal are exclusive of VAT which will be added at the appropriate rate.
- Fees will be payable annually in advance, with the first payment due prior to the commencement of service.
- Customers will sign a St Helens and Knowsley Health Informatics Service Level Agreement. The project and service implementation will only commence upon receipt of signed agreements.
- **In Commercial Confidence: This proposal contains confidential information and as such should not be published, copied, given or otherwise allowed to be read by parties other than those involved with this proposal.**

10. Service Fees

<u>Number of initial patient records (total)</u>	<u>Expected number of new patients over 5 years</u>	<u>Total number of patient records</u>	<u>Fee Per Record (5 year) (Ex VAT)</u>	<u>Total Fees (5 Year) (Ex VAT)</u>	<u>One-Off Set-up Fee (Ex VAT)</u>

PAYMENTS

<u>Year One (including Set-Up Fee) (Ex VAT)</u>	<u>Year Two (Ex VAT)</u>	<u>Year Three (Ex VAT)</u>	<u>Year Four (Ex VAT)</u>	<u>Year Five (Ex VAT)</u>

Fees include:-

- a) All services as described in Section 4
- b) Price is “per Lloyd George envelope”, regardless of how many documents or pages are contained in each.
- c) Scheduled collections and scanning of new patient records up to 2 times per year.
- d) StHK HIS will issue paper invoices annually in advance, the first invoice issued on the Commencement date (S.7). The second and subsequent invoices will be issued on the anniversary of the commencement date.
- e) Payment shall be made within 30 calendar days of receipt of a valid invoice. Payment will be in pounds sterling, by BACS transfer and will be inclusive of VAT.

Please note: The fees quoted are subject to confirmation of the assumptions in Section 9 and receipt by STHK HIS of a signed proposal and Service Agreement. This quote is valid for 30 days only.

To be signed by the Practice.

We confirm that:

- a) **All the information contained within this proposal is correct**
- b) **We have read, understood and accept the e-LGS implementation process and practice responsibilities**
- c) **We accept the fees quoted**
- d) **We have read, understood and signed the Service Level Agreement accompanying this proposal.**

SIGNED: - _____
(AUTHORISED SIGNATORY)

DATE: _____

PRINT NAME: _____

POSITION: _____

FOR AND ON BEHALF OF: _____

11. Appendices

1. Service Level Agreement