Who we are and what we do

Making exceptional
service the standard

Hospital A&E

GP

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Foreword

I am delighted to welcome you to this overview of the services offered by Informatics Merseyside.

It is now more than ten years since the organisation was established, and over this period Information Management and Technology (IM&T) and associated digital technologies have played an ever more important role in health and care, both in terms of improving outcomes for patients, and helping those people providing care to operate more effectively.

As you will read in the following pages, our aim is to provide a professional and enthusiastic approach to supporting commissioners and providers in the transformation of services, and to provide staff with the technology they need to make their job easier, assisting them in making the patient experience safer and of high quality.

This service approach is designed around engaging with our partners and customers to gain an in-depth knowledge of their business and clinical needs.

We understand, of course, the changes and challenges that organisations are facing in a bid to deliver efficiencies while maintaining standards of care.

We also recognise that information technology and access to data is fundamental in enabling commissioners and providers to improve processes and patient outcomes, while achieving their objectives in terms of high quality and sustainable care.
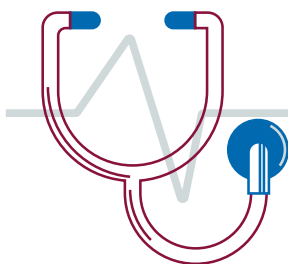
Informatics Merseyside's success over the past decade has been built on valuing our partners and customers, and continually striving to improve the services we provide through continuous service improvement and a robust workforce development programme.

At the same time, our values of quality, partnership, respect, communication, ownership and contribution reflect who we are, and reinforce our commitment to providing a modern, high performing service through listening and being an integral part of the organisations we work with.

Whether we are providing support with IT infrastructure or security, managing major transformation programmes, helping organisations to share information more effectively, providing advice on system support or the development and delivery of training, our objective is always the same.

Making exceptional service the standard is our aim across everything we do.

Gina Silvano
Managing Director
Informatics Merseyside

Informatics Merseyside's success over the past decade has been built on valuing our partners and customers.

Who we are

Established in October 2006, Informatics Merseyside has more than ten years' experience of providing high quality IM&T services to organisations across the local health and care economy.

Over this period, we have accumulated a wealth of knowledge and expertise in harnessing the benefits of technology and innovation to help create better care and improve health.

Those we work with include specialist NHS trusts, clinical commissioning groups, general practitioners and professional bodies.

With all of them, our aim is to use our professional and enthusiastic approach to drive efficiency, and support new models of care, through improved and more collaborative ways of working.

Working closely with our partners and customers, we take time to learn about their organisations and work with colleagues to understand their specific business and clinical needs in order to tailor our service appropriately.

Key benefits of our service approach include:

A highly skilled and continually developed workforce.

Flexibility and responsiveness to the changing needs of the health and care economy.

Economies of scale through reduced duplication and simplified processes and standards.

Service excellence through continuous improvement and quality standards.
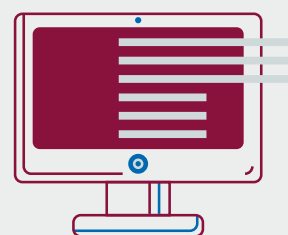
In-depth business and clinical system knowledge to manage and deliver change.

A collaborative approach to achieving common goals, with a number of established partnerships.

Increasing levels of customer satisfaction, with organisation-wide commitment to making exceptional service the standard.

We have accumulated a wealth of knowledge and expertise in harnessing the benefits of technology and innovation.

A decade of success

For Informatics Merseyside 2016 was a milestone year, which saw the organisation celebrate its ten-year anniversary and look back on a journey which has witnessed some incredible advances in the way technology is used, not only to communicate and go about everyday life, but to transform the way healthcare is delivered.

Since our inception, and through the hard work and enthusiasm of all who work with us, we have made significant progress in realising our vision and strategic aims.

To be an integrated provider

The pressure on organisations to achieve efficiencies while continuing to deliver safe and effective care is continuing to grow, with information technology seen as an important enabler to improving processes, patient outcomes and delivering sustainable care.

Working closely with our partners and customers over the years, we have gained an in-depth understanding of their business and clinical needs. This knowledge has been integral to our success over the past decade and has helped Informatics Merseyside develop close working relationships with those we support, further enhanced through our service improvement and workforce development programmes.

To deliver a high quality professional service

We understand that success and the achievement of our vision is only possible through our people – the talent and professionalism of our workforce. Therefore, great emphasis has and continues to be placed on personal and professional development to create an environment that fosters innovation, is supportive and conducive to learning, and helps to maintain high standards of customer care.

To support this, we are committed to training and development, health and wellbeing and equality and diversity, and provide ongoing support through a range of workplace policies.

Through this approach, we seek to maintain a pipeline of talented people who are fully engaged with our vision and values, and are well placed to lead and serve our organisation as we grow together.

Our success in achieving this has been recognised with:

- Year-on-year improvements in our NHS staff survey results and completion rates, with Informatics Merseyside achieving the highest staff engagement score across Mersey Care NHS Foundation Trust, whilst also exceeding the national average.

- Informatics Merseyside being awarded 'Excellence in Informatics' accreditation from the Informatics Skills Development (ISD) Network for achieving consistent good practice in informatics workforce development.

- The achievement of the ISD staff development of the year award for three consecutive years – 2014, 2015 and 2016.

Linking strategy, innovation and technology to business and clinical need

Informatics Merseyside works collaboratively with commissioners and providers to help co-ordinate and manage digital transformation programmes.

Working in partnership with our healthcare professionals we identify ways in which technology and innovation can be used to support service redesign – helping to improve quality, achieve better patient outcomes and deliver a more sustainable service.

Our service catalogue (available online at www.imerseyside.nhs.uk) outlines the range of IT products and services delivered by Informatics Merseyside, along with case study examples of some of the transformational changes technology has helped to deliver.

Structure and governance

Informatics Merseyside is hosted by Mersey Care NHS Foundation Trust and is owned by six NHS partner organisations:

- Liverpool Clinical Commissioning Group
- Liverpool Community Health NHS Trust
- Liverpool Heart and Chest Hospital NHS Foundation Trust
- Mersey Care NHS Foundation Trust
- South Sefton Clinical Commissioning Group
- Southport and Formby Clinical Commissioning Group

The overall business strategy of Informatics Merseyside - and monitoring the way the organisation works to achieve its strategic objectives - is the responsibility of the Informatics Merseyside Partnership Board.

The Board is made up of the chief officers of the partner clinical commissioning groups and chief executives of the partner NHS trusts.

The Operational Committee is a sub-group of the Partnership Board, with representatives including partner organisation IT and finance leads.

This group is designed as a vehicle for strategic and innovative thinking, and works to develop partner internal strategies and delivery plans, and to share these amongst members to ensure that opportunities for collaboration and economies of scale are identified.
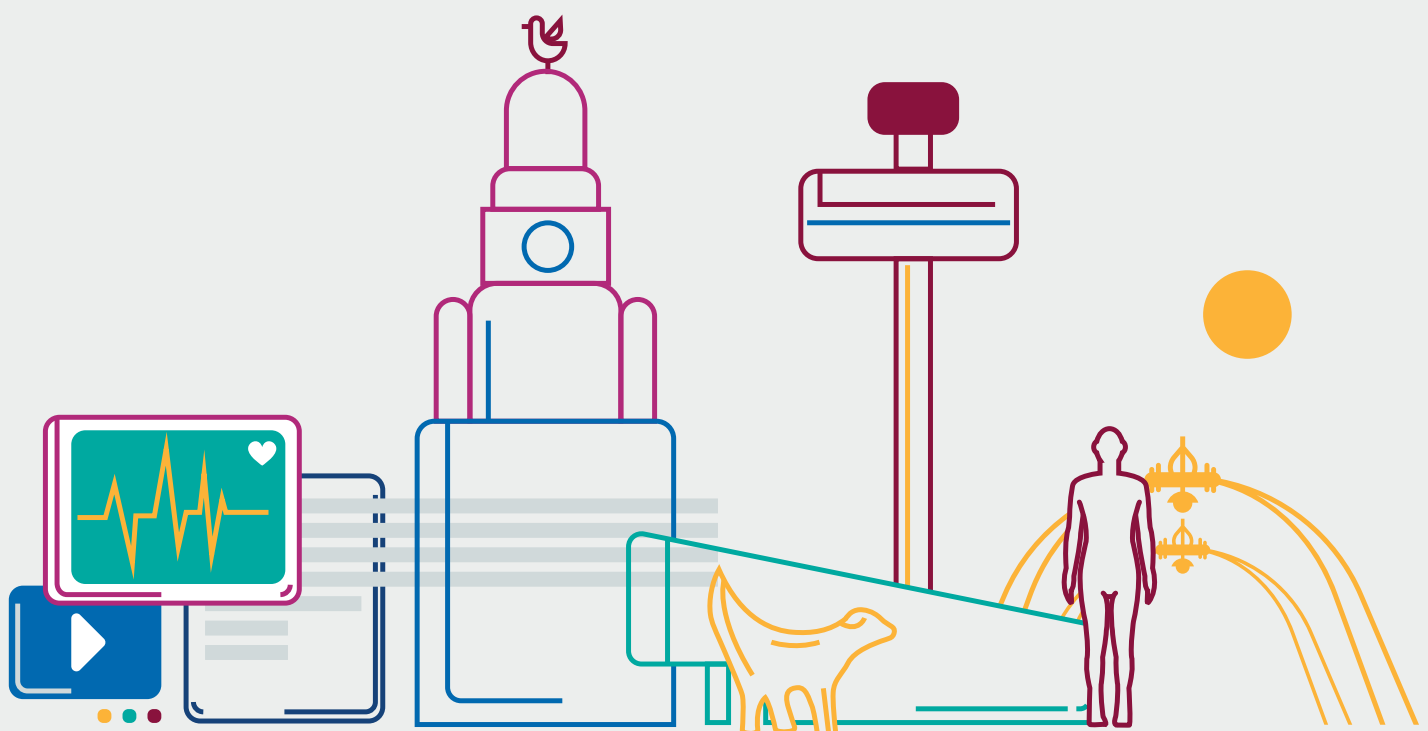
Vision, aims and values

Our vision is to help transform care by being an integrated provider of IT services and support, and delivering a high quality professional service that links strategy, innovation and technology to business and clinical need.

Our strategic aims are to:

- Create a high performance, values-aligned culture which fosters continuous improvement.

- Achieve sustainable revenue and growth through partnerships and a competitive operating model.

- Leverage technology to support the transformation of health and social care services.

- Offer innovative and value-added services to current and prospective markets.

- Achieve operational excellence through continuous improvement.

- Ensure high levels of customer satisfaction through an engaged and committed workforce.

Our strategic aims are supported by our six core values which are:

Contribution - leading by example to ensure that every individual makes a difference and that all opinions are valued.

Respect - to act with dignity and respect to all our colleagues.

Quality - to be committed to providing a modern, high performing, high quality service.

Communication - to be a consulting, communicative and listening organisation.

Ownership - to demonstrate accountability and ownership of the service we provide.

Partnership - to be an integral part of the organisations we support.
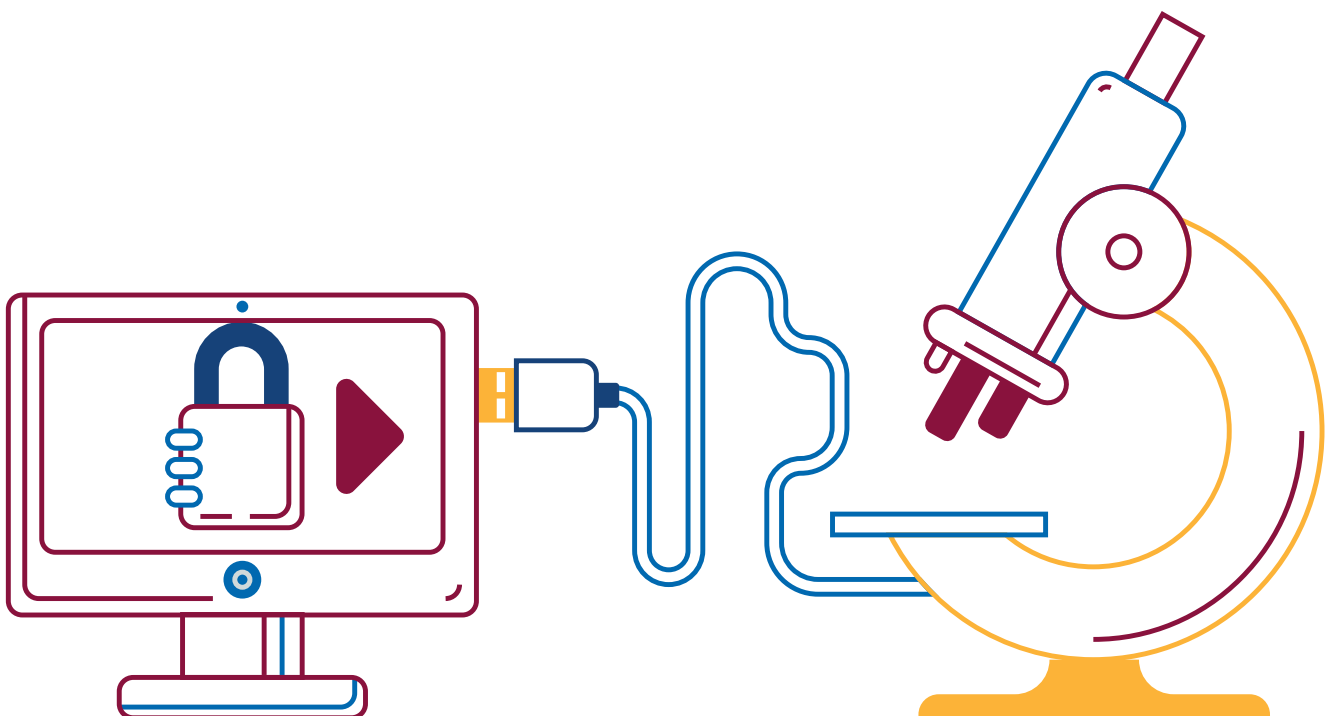
In good company

In addition to our six partner organisations, Informatics Merseyside works closely with a wide range of other health and care organisations and services across the local health economy and beyond.

They include:

- Aintree University Hospital NHS Foundation Trust
- Alder Hey Children's NHS Foundation Trust
- Central Manchester University Hospitals NHS Foundation Trust
- Lancashire Care NHS Foundation Trust
- Liverpool and Sefton Health Partnership Ltd
- Liverpool Health Partners
- Liverpool Women's NHS Foundation Trust
- Mersey Internal Audit Agency
- NHS England
- NHS Midlands and Lancashire Commissioning Support Unit
- NHS National Institute for Health Research
- NHS Property Services
- North West Boroughs Healthcare NHS Foundation Trust
- Southport and Ormskirk Hospital NHS Trust
- St Helens Clinical Commissioning Group
- The Royal Liverpool and Broadgreen University Hospitals NHS Trust
- The Walton Centre NHS Foundation Trust
- Urgent Care 24

The services provided to each partner organisation and customer are outlined within the Service Level Agreement with that organisation.
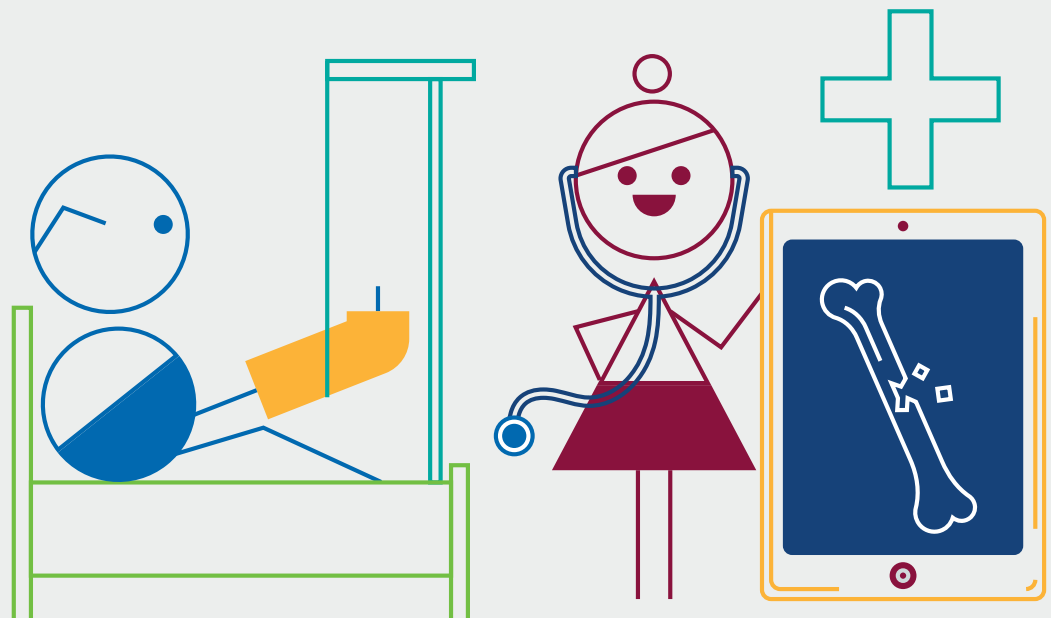
Our IT services

Informatics Merseyside's portfolio of services has been developed as a result of more than ten years' experience of working with organisations of all sizes across the local health and care economy.

Our business focus is to offer a range of quality and value-driven services to help support the business and clinical needs of our partners and customers.

Best practice standardised service processes, along with high levels of knowledge and expertise in delivering IM&T services within the sector, are used to help organisations build and transform sustainable services.

As part of this process, our IT services enable organisations to connect, communicate and access the business and clinical systems they need effectively and securely.

Our IT services include:

- 24/7 SDI-accredited service desk.
- Desktop and mobile device management.
- Technical services.
- Voice and data services.
- Infrastructure and technology development.
- IT security.
- Out-of-hours technical services.
- Out-of-hours voice and data services.
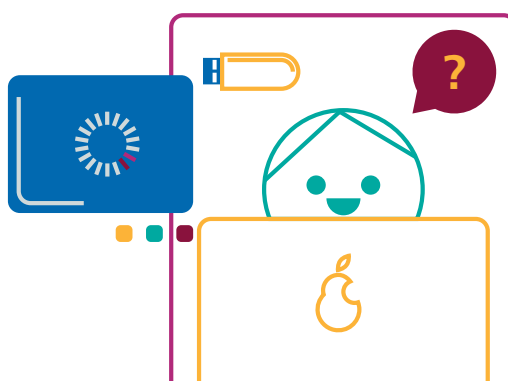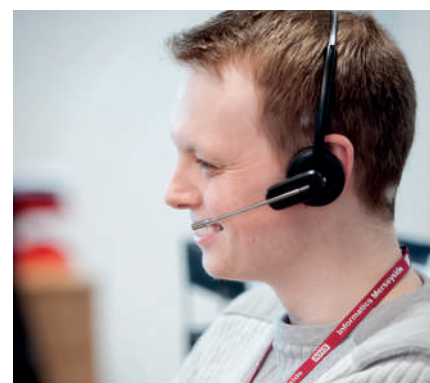
Service desk

The service desk acts as the primary contact point for all IT services and enquiries. Informatics Merseyside's service desk is accredited by the Service Desk Institute (SDI) and complies with ITIL industry standards.

The incident management system allows requests and problems to be categorised, prioritised and tracked efficiently, ensuring that normal service is quickly restored, minimising disruption to business and patient services.

To support IT users, the service desk has an online portal, providing a mechanism for logging and tracking the progress of IT incidents or service requests.

Key features of the service include:

- Incident and problem management.
- Service requests, advice and help.
- User account provisioning and support.
- Critical and major incident management.
- Contact methods include an online portal with useful troubleshooting resources, web form, live chat, e-mail and telephone.

Desktop and mobile device management

The desktop and mobile device management service provides secure and reliable access to essential business applications and data. Support can be provided both on site and remotely.

Key features of the service include:

- IT hardware and software procurement.
- IT asset management and software licence reporting.
- Incident and problem management.
- Business application installation and management.
- Security – anti-virus and patching.
- Printer installation and management.

Technical services
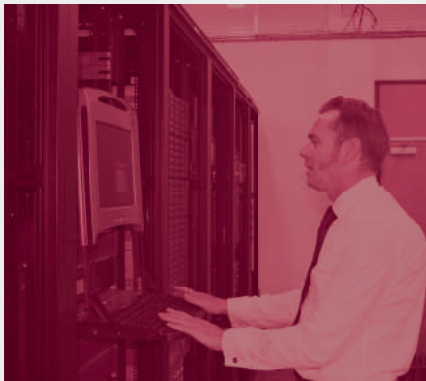
Our technical services team maintains the IT infrastructure which is the platform on which all IT systems and applications, digital technologies, user devices and printers are centrally connected and maintained.

Key features of the service include:

- Infrastructure strategy and design.
- Application server management.
- Server and infrastructure management.
- Data and file management and storage.
- Technical architecture and design.
- Security and patch management.
- Incident and problem management.
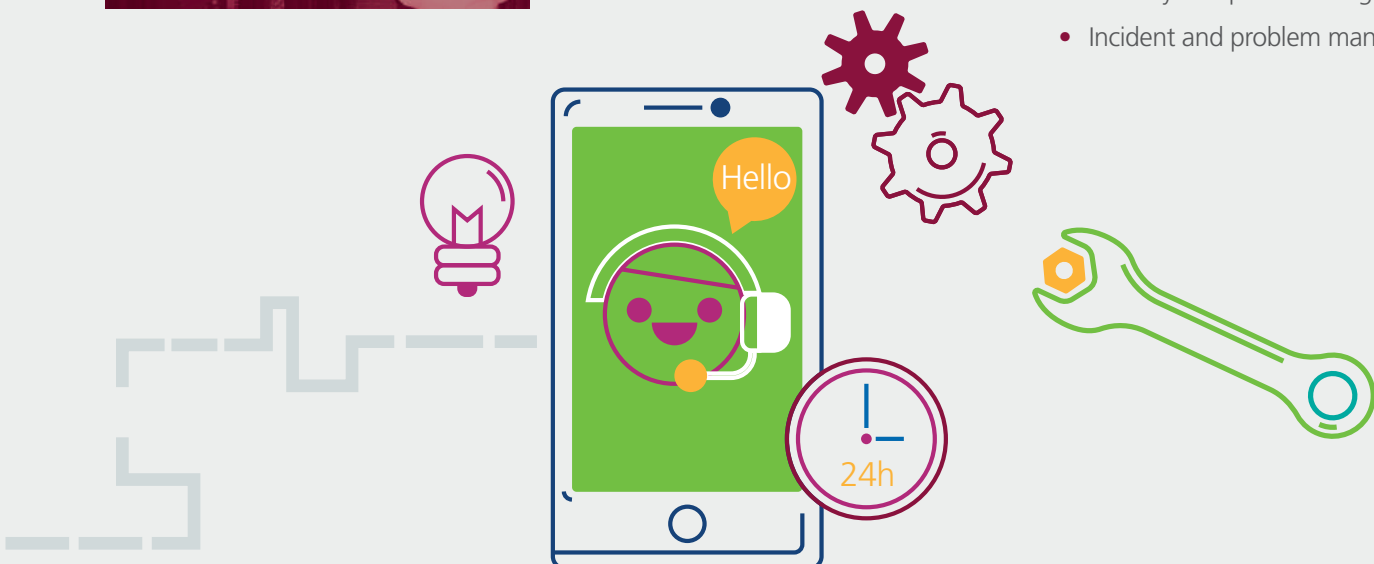
Voice and data services

Our voice and data service enables devices, applications, systems and people to communicate, connect and interact with each other across multiple locations.

A fibre-based network underpins the digital infrastructure, allowing data, voice and information to flow seamlessly and securely across systems and devices.

Key features of the service include:

- IP telephony and messaging support.
- Mobile telephony support.
- Legacy telephone system support.
- Voice and data strategy management.
- Contract and billing management.
- Secure data network connectivity.
- Corporate Wi-Fi (core sites).
- N3, Internet.

IT security

Informatics Merseyside offers a structured approach to ensuring the correct level of protection is in place to safeguard the integrity and availability of information systems and business data.

As part of this process, we provide help and support in managing the IT security requirements of the NHS Information Governance Toolkit.

Key features of the service include:

- Security reviews and assessments.
- Cyber and IT security management – training plans and end-user awareness sessions.
- Development of policies and processes to support the NHS IG Toolkit.
- IT security incident management and unauthorised access monitoring.
- Discreet and forensic investigations to support HR.
- IT security advice and consultancy.
- Research and development advice on best practice and new technologies.

Technology consultancy

Business and clinical transformation programmes often require changes to existing IT infrastructure and/or supporting technology - including the integration of innovative new technology - in order to ensure organisations are fully in line with the evolving NHS digital strategy.

Informatics Merseyside provides specialist advice on all aspects of healthcare technology in order to best support the strategic and day-to-day business and clinical requirements of those we work with.

Key features of the service include:

- Advice and guidance on infrastructure and technology requirements.
- Technical and infrastructure appraisals, options and business case development.
- Design and implementation.
- Engagement with key stakeholders including IT users and technology suppliers.
- Research into and evaluation of new and innovative solutions.

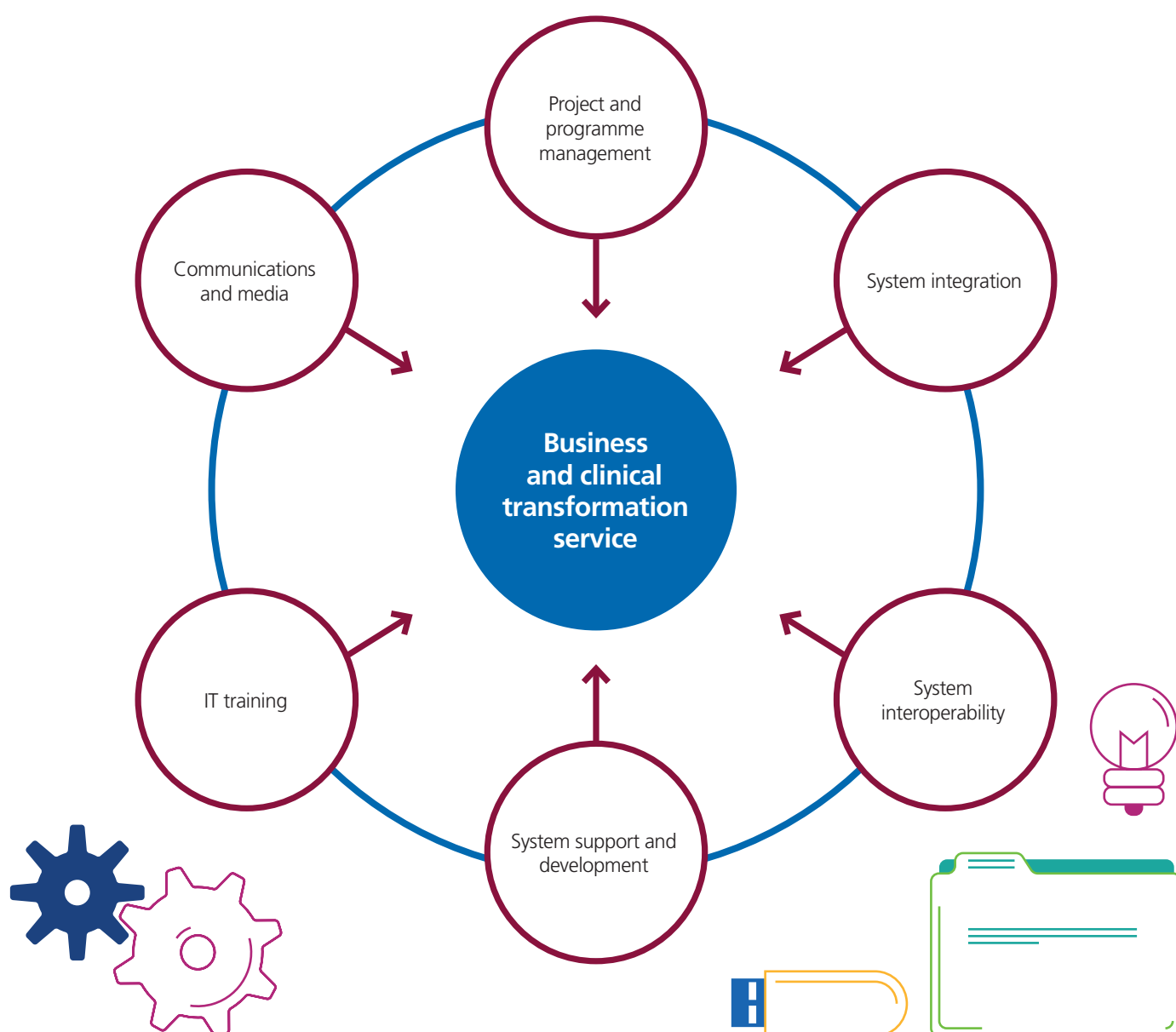# Supporting business and clinical transformation

Across health and social care, organisations are continually reviewing the way they work to improve quality, develop more sustainable services and achieve better patient outcomes.

Business and clinical transformation enables organisations to make positive changes to the way they operate and thus achieve these objectives.

Informatics Merseyside works collaboratively with commissioners and providers to help co-ordinate and manage digital transformation programmes.

As the illustration demonstrates, our business and clinical transformation service includes a range of functions that can support those we work with in achieving their business and clinical change objectives.

These services can be offered on a standalone basis, but more often will be provided as part of a tailored package to suit the business and clinical requirements of the organisation and the overarching aim of the transformation programme.

Project and programme management

System integration

Communications and media

Business and clinical transformation service

IT training

System interoperability

System support and development

Project and programme management

Informatics Merseyside offers a comprehensive project and programme management service to drive business change and the fulfilment of organisational strategy. Best practice methodologies including Agile, PRINCE2 and MSP are used to measure and report on performance against key objectives and business outcomes.

Our dedicated team work closely with our partners and customers to analyse the key drivers behind each project or programme, to ensure the intended benefits and outcomes are effectively achieved.

Key features of the service include:

- Requirements gathering and readiness assessments.

- Analysis (business and clinical environment).

- Option appraisals.

- Resource monitoring and management.

- Design and implementation.

- Engagement with stakeholders - clinicians, service leads, commissioners and providers.

System integration

The main focus of our system integration work is to help healthcare organisations update their legacy Electronic Patient Record (EPR) systems. However, we also provide support, developing solutions when multiple systems are causing complexity or operational difficulties.

In both cases, the support we provide can add value to an organisation by enhancing performance and productivity levels.

Informatics Merseyside's experienced team works with our partners and customers to develop system integration interfaces for core business and clinical systems using Trust Integration Engines (TIEs) such as Rhapsody.

Key features of the service include:

- Consultancy - analysis and scoping of integration requirements.

- Design of interface architecture to streamline business processes.

- Implementation and monitoring.

- Ongoing support and maintenance.

System interoperability

The interoperability of IT applications and systems is seen as an essential requirement of NHS organisations in the future, supporting initiatives such as the NHS Five Year Forward View and Personalised Health and Care 2020.

Interoperability will help to improve the sharing of information, leading to more joined-up health and care systems and ultimately an improved patient care experience.

We work closely with a number of health and care organisations to help identify, prioritise and optimise system interoperability programmes based on the strategic aims and objectives of each organisation.

Key features of the service include:

- Advice and guidance on information sharing and compliance.

- Analysis of data utilisation and message flows.

- Technical appraisal and options analysis.

- Stakeholder engagement with clinicians, organisational leads and system suppliers.

- Research into and evaluation of new solutions.

System support and development

The further development of business and clinical applications is a common and important part of the system lifecycle. It is usually undertaken to introduce additional functionality that may be required to support a new business process, or as part of a specific service re-design.

In either case, we work with our partners and customers to provide advice on the options available, providing specialist support from initial planning through to the implementation and ongoing management of a system.

Key features of the service include:

- Advice and guidance on application development requirements and options.

- Management of clinical application development (including EMIS Web).

- SharePoint design, development and functionality.

- Website and intranet design, development and functionality.

IT training

Business and clinical system training aims to maximise the digital skills of the workforce and is essential for the delivery of effective business services and ultimately safe patient care.

Informatics Merseyside delivers a comprehensive and state-of-the art IT training service, which provides training on a wide range of business and clinical systems, while also delivering additional support to assist new programmes or projects, such as the introduction of a new IT system or upgrade.

Key features of the service include:

- Training needs analysis.
- Development of new training procedures and requirements.
- On-site/one-to-one training.
- Classroom-based training.
- E-learning packages.

Communications and media

Good communication and engagement is key to effective transformational change. Being able to translate organisational strategy and communicate important organisational messages effectively is essential for engaging stakeholders and making them aware of the need for, and the nature of, forthcoming transformation plans and service changes.

Informatics Merseyside offers a comprehensive range of communication and media services, all of which operate in line with the relevant best practice guidelines and standards.

Key features of the service include:

- Copywriting and proof reading services.
- Brand identity development and illustration services.
- Literature and exhibition equipment design.
- Merchandise and promotional item design.
- Audio recording, video and presentation design services.
- Online design - website, intranet, SharePoint and social media.
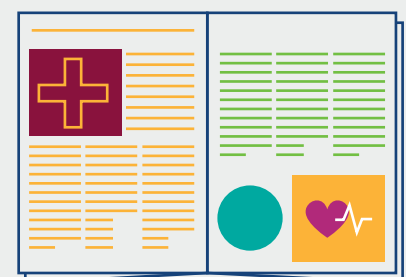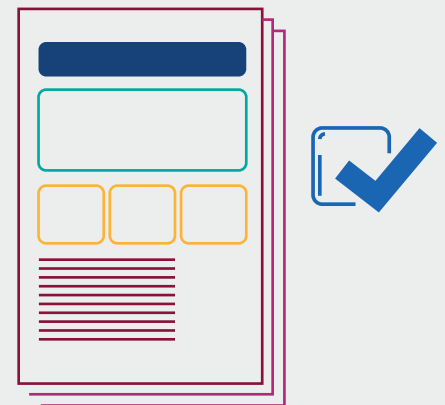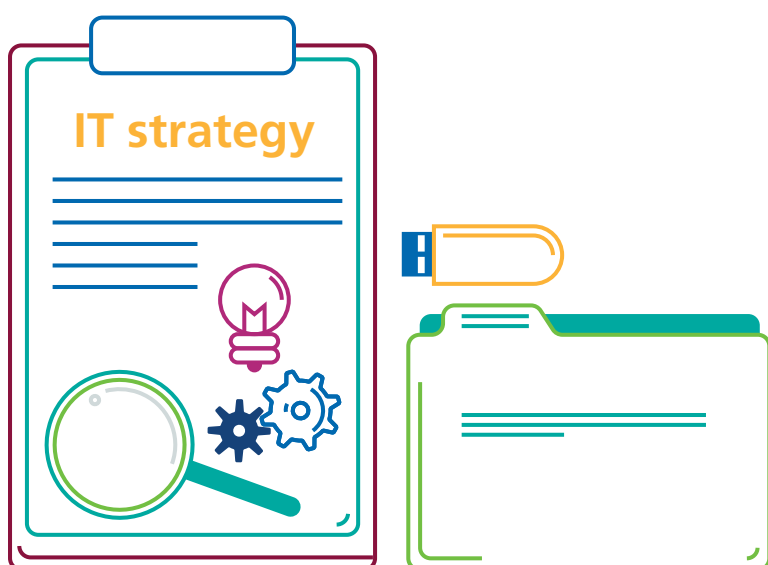
Supporting wider healthcare reform

The NHS has long been referred to as one of the greatest achievements in our history and was created out of the ideal that good healthcare should be available to all, irrespective of age, health, race, social status or ability to pay.

Whilst these principles remain unchanged, the world we know today is a very different place to the world of 1948 when the NHS was first established. People are living longer, have more complex healthcare needs and wish to be more involved in their own care. New treatment options are also emerging, and while there is continued effort to improve care quality, there remains significant pressure to reduce costs and increase efficiency.

To address these challenges, the NHS Five Year Forward View identified new models of care underpinned by greater collaboration and information sharing between care providers. This, coupled with the aims of Personalised Health and Care 2020, has put technology and innovation at the heart of healthcare reform as a key enabler in supporting people to live healthier lives, while transforming the way health and care services are delivered and experienced.

Working in partnership with our healthcare professionals, Informatics Merseyside identifies innovative technologies and processes to support service redesign – helping to improve quality, achieve better patient outcomes and deliver more sustainable services.

With over ten years' experience, our informatics experts have a detailed understanding of the digital information needs of the NHS and the strategic environment we operate within. Our aim is to help those we work with define their IM&T strategy, ensuring that it supports their organisation's overall objectives and the wider NHS digital agenda by providing the right knowledge, skills, technology and tools to enable information to be collected, managed, used and shared effectively to deliver excellence in healthcare.

With over ten years' experience, our informatics experts have a detailed understanding of the digital information needs of the NHS.