

HEALTH

AINTREE UNIVERSITY HOSPITALS NHS FOUNDATION TRUST is rolling out a new electronic medical records system partnering with Capita TDS, CCube Solutions and Kodak. The system will increase access to patient information, guarantee case note availability at the point of patient care, improve efficiency, and reduce the costs, security risks and space associated with paper handling and storage. The trust has invested £1.5m in software and scanning hardware and facilities and expects to save £750,000 annually based on reducing labour, transport and storage costs.

BIRMINGHAM PRIMARY CARE SHARED SERVICES AGENCY has adopted a cloud computing invoicing solution to simplify the organisation's procurement operation. The shared services agency, which provides core support services across the area's primary care trusts, has plumped for a solution from Tradeshift. As a result of migration to the cloud, more than 6,000 suppliers will be able to submit their invoices electronically, in a move aimed at reducing the number of late payments and boosting procurement efficiency.

HEALTH SERVICE EXECUTIVE OF IRELAND has announced the deployment of a McKesson NIMIS medical imaging package in four of its 35 hospitals. When the solution is fully deployed all 3.5 million radiology studies performed each year in Ireland will be available to clinicians at any time and in all locations for greater efficiency, safety and more accountable patient care and creating one of the most advanced and integrated radiology IT infrastructures in the world.

HEART OF ENGLAND NHS FOUNDATION TRUST has deployed Sophos endpoint anti-virus protection and Sophos web filtering to protect its IT network, which includes 6,000 end user devices across three hospitals and a clinic. The trust now uses Sophos's web filtering to protect the network from viruses, as well as helping to improve staff productivity by enabling granular management of internet use. Sophos's live look-up technology also allows staff to securely connect to the network on laptops from remote locations.

NHS GRAMPIAN is using Datix patient safety software to create a robust and flexible hospital patient safety and risk framework and to promote

knowledge-sharing across the staff community. The new system automatically emails details of severe incidents to a group of 30 senior managers including the chief operating officer, director of nursing and quality and the head of clinical governance and risk management unit.

NHS SOUTH EAST COAST STRATEGIC HEALTH AUTHORITY has used a new platform called Collabor8tor from supplier Netsite to develop an online learning network to support NHS members across the region. The network is a collaborative website to promote shared learning and experiences and enable members to engage with other health professionals, local authorities, PCT clusters in Kent, Sussex and Surrey and Clinical Commissioning Groups.

OXFORD UNIVERSITY HOSPITALS NHS TRUST has gone live with the Cerner Millennium electronic patient record system tailored for acute trusts. Cerner Millennium has already been switched on at the Nuffield Orthopaedic Centre and the body is now set for further implementations at its three other sites. Once administration services in the package are up and running the trust plans to add clinical features to help improve patient care and cut costs.

SCARBOROUGH AND NORTH EAST YORKSHIRE HEALTHCARE NHS TRUST has contracted Trustmarque to deploy QlikView, a business intelligence tool. It will help the trust to connect and compile data from its different information systems to aid in critical clinical decision making and help reduce mortality ratios. "Excel was pervasive within the organisation but the reports became instantly out of date and were difficult to maintain," says Manni Imiavan, head of information. "We had a number of different tools in play which all had strengths and weaknesses, but none seemed to tick all the boxes."

TORBAY CARE TRUST has awarded a contract to Simpl UK to develop a single community care record (SCCR). The trust will use the system to provide staff with office-based and remote offline access to comprehensive and secure records of patient and client care details. Built using Microsoft Dynamics CRM, the SCCR will integrate with third party systems. It follows a successful trial of Microsoft Dynamics CRM by the trust's community matrons, who support patients with

UNIVERSITY HOSPITAL OF NORTH STAFFORDSHIRE NHS TRUST has gone live with the first Interoperability ToolKit (ITK) Spine Mini-Service in the UK. The solution was developed by Quicksilver and enables the trust to access and verify patient demographic information faster and more accurately. UHNS is setting the blueprint for other trusts that want to access the Personal Demographics Service (PDS) quickly and securely, so that a patient can be readily identified by healthcare staff without going through lengthy NHS compliance processes. Staff can now verify NHS numbers when patients are on site, saving time, ensuring that the trust can avoid penalties that result from holding inaccurate data.



particularly complex needs and multiple conditions. The SCCR will include the application of the Microsoft system's offline functionality to enable offline working practices.

SOUTH ESSEX PARTNERSHIP UNIVERSITY NHS FOUNDATION TRUST is claiming power savings of almost one quarter with Verdiem IT energy management software, which provides the trust with actual, monitored power usage measurements. By implementing the software and powering down its PCs safely when not in use, the trust has been able to secure immediate saving of some 22.7%, equivalent to annual energy savings of 99,900 kWh across the trust's 1,800 PCs.

WEST SUFFOLK HOSPITAL NHS TRUST is implementing electronic document imaging and data capture software from Version One. The software will speed up the processing of 45,000 purchase invoices each year and help the trust to more easily meet its ten day small to medium sized enterprise supplier payment target. The system is expected to go live shortly to approximately 70 users.

CARESTREAM HEALTH, prime contractor to the NHS National Services Scotland National PACS Programme with responsibility for management of medical imagery such as x-rays, has given Dacol a six year contract to supply, implement and support its server and storage hardware requirements. Now, just over half way through its ten-year contract, Carestream has embarked on a refresh programme for the hardware across 34 of the 39 NHS sites it manages in Scotland, coinciding with a major upgrade in software at these sites.

ALDER HEY CHILDREN'S HOSPITAL and **LIVERPOOL WOMEN'S HOSPITAL** have signed up to an electronic document management system to cut costs, digitise paperwork and



improve patient experiences for the hundreds of children and women they care for each year. The two NHS foundation trusts in Liverpool will use Perceptive Software's ImageNow software to capture incoming documents, files, faxes and emails, while using existing hardware.

LOCAL GOVERNMENT

BARNSELY COUNCIL has successfully deployed the MapInfo Stratus web-based mapping application, to publish data internally across the organisation and externally to improve communications with the local community. MyProperty now enables citizens to enter their postcode and access information about their area including schools, doctors and service schedules.

FLINTSHIRE COUNTY COUNCIL is to streamline its departmental processes with a Civica electronic document and records management system. The new platform will help to streamline common business processes across the entire council as part of wider ongoing transformation.

HARROW COUNCIL has bought ManageMyRequests from iCasework to improve the management of its Freedom of Information Act and Data Protection Act requests. Harrow can now effectively capture, manage, respond to and report on public information requests, and provide improved management information.

LEICESTER CITY COUNCIL has chosen Wheatley Associates' GRASP software for its mobile workforce scheduling and management. The software will be used to organise efficient and dynamic deployment of the workforce on its social housing stock repairs, maintenance and renovation.

LONDON BOROUGH OF BARKING AND DAGENHAM has implemented a new communication network infrastructure from Alcatel-Lucent Enterprise. The deployment, which includes the Alcatel-Lucent OmniPCX Enterprise Communication Server and Alcatel-Lucent OmniVista Network Management System, provides complete IP telephony capabilities and enables the council to work smarter - and to unify 13 previously disparate PBX systems.

LUTON BOROUGH COUNCIL is to outsource its ICT services to Civica. The 10-year agreement, worth more than £34m to Civica, is part of a broader programme to deliver cost savings in total of £12.6m. The project will see the Luton Learning and Community Partnership

(LLCP), for which Civica is an IT partner, deliver all core ICT operations for the council.

NEWHAM COUNCIL has rolled out an HP Converged Infrastructure, providing support for more flexible working practices and the delivery of new 24x7 services through a range of channels. The infrastructure, including a server farm of HP ProLiant BladeSystem servers and a SAN based on an HP Enterprise Virtual Array (EVA) 5000, has delivered cost savings and secured storage capacity through a period of escalating data usage. A rolling three-year refresh of desktop and laptop hardware, as well as deployment of wireless tablet PCs to remote and field workers, has also been implemented.

ROYAL BOROUGH OF WINDSOR AND MAIDENHEAD is using Masternaut to reduce fleet fuel costs, while lowering CO2 emissions. The real-time web-based system is fitted to various vehicles and vehicle types within the council's existing fleet. This includes fuel-efficient pool cars that can be used instead of drivers' own vehicles.

SLOUGH BOROUGH COUNCIL has agreed a ten year multiple service outsourcing partnership with Arvato to deliver £26.5m savings and bring new business into the town. Staff from four service areas - revenues and benefits, human resources, finance services and logistics services - will transfer to new company, Thames Valley Transactional Service Centre, which will also offer transactional solutions to private and public sector organisations.

STAFFORDSHIRE COUNTY COUNCIL has implemented a high performance Kodak document scanning solution to digitise the majority of its files as it moves into new premises. Two Kodak i620 colour mid volume production scanners, along with Outback Imaging's EzeScan image capture software, have been purchased to back-scan paperwork.

SUNDERLAND CITY COUNCIL IS WORKING WITH IBM to create a city-wide cloud computing platform. Part of plans to reduce operational costs at the local authority by £1.4m over the next five years, the platform will stimulate economic growth for the city by removing technological barriers to start-ups. IBM will plan, design, provision and implement the cloud infrastructure.

BURY METROPOLITAN BOROUGH

COUNCIL has launched its new website, which was built by GOSS Interactive. The project, delivered on time and to budget, included migrating content from the previous web content management system and training the in-house web team to work with template code to create their own functionality.



SHARED SERVICES

BRAINTREE, CASTLE POINT, COLCHESTER AND ROCHFORD COUNCILS have signed a joint deal with Capita. The councils will pay the company £8m to provide shared ICT support services to include a mix of service, asset, security and network infrastructure management, desktop support, server and data storage and consultancy. Improvement East, a partnership of authorities in the east of England which provides support for improvement projects, provided £96,000 for specialist legal and IT advice required to set up the joint deal.

DERBYSHIRE COUNCILS which are part of the Derbyshire Transformational Partnership have been working with Capita to conduct a single person's council tax discount review. Capita reviewed 135,000 cases of single person discount eligibility, analysing credit reference data to identify cases where there was a risk that single person discount was not appropriate. More than 6,540 claimants were found to be not entitled, generating additional revenue for the councils of £2.5m.

OXFORDSHIRE COUNTY COUNCIL AND HAMPSHIRE COUNTY COUNCIL have agreed plans for a major partnership to share back-office IT systems. The partnership will initially be centred on the SAP system that both councils use for their main human resources and financial services. Oxfordshire's current contract for its SAP system ends in 2012.

WORCESTERSHIRE COUNTY COUNCIL AND THE UNIVERSITY OF WORCESTER have selected Capita's library management system to manage a range of library services. This will benefit over half a million citizens and over 9,000 students who will have access to more varied and numerous resources than before, including books and journals as well as local historic collections.



ISLE OF WIGHT COUNCIL is using computerised mapping technology to co-ordinate street cleaning services. The council's street cleaning contractor Urbaser will be using geographical information systems (GIS) supplied by GGP Systems to map information such as bin locations, road sections and pavements to be cleansed as well as in the planning of work such as clearing fly tipping. "Using GGP GIS we have an overview of the complete contract, in fact, the complete island," commented Dave Wallis, contract manager for Urbaser on the Isle of Wight. "We can maintain detailed records of each and every asset, effectively manage our resources and compile accurate service delivery histories."

EDUCATION

RAYNES PARK HIGH SCHOOL campus in London has deployed a series of Xirrus 802 Wireless Arrays. The company says it has provided a high-bandwidth wireless network that supports the school's laptop carts with fewer devices and cable pulls than other wireless vendors would require.

UNIVERSITY OF CENTRAL LANCASHIRE library has enhanced its service to students by getting books onto its shelves within two hours of receipt, following implementation of advanced software which forms part of Capita's library management system. The library is the first to implement this type of solution, delivered in partnership with 3M, which uses radio frequency identification (RFID) – the next generation barcode - to improve its stock management, automate the purchasing and receipt of stock and improve the quality of its data.

POLICE

DURHAM CONSTABULARY is to use social media to engage directly with local people in a web project led by C2 Software. A new website designed and built by C2 will allow people to follow what is happening in their immediate neighbourhood in real-time. By entering their postcode they will be able to view Twitter feeds from police on the beat, a Facebook page, Flickr and YouTube pages as well as news reports. A mobile app is also being developed to give access to the same information through smartphones and tablets.

LINCOLNSHIRE POLICE AUTHORITY has named security firm G4S as its preferred bidder for a £200m contract to outsource ICT, back office and command and control functions. The authority's ten-year outsourcing deal would see the organisation deliver business services for ICT, HR, learning and development, finance and procurement and support. Operational services covered by the partnership will include managing the force control room, the custody and identification unit, town enquiry officers, the crime management bureau and the central ticket office and collisions unit.

MERSEYSIDE POLICE has deployed encryption and secure remote access technology

from Bcrypt. It will enable all members of the force's Crime Scene Investigation Unit to record and access restricted case information quickly, remotely and securely. The force now plans to replicate the success of the CSI Unit to other parts of the organisation.

SURREY POLICE is piloting a web based CMTV (Community Monitored TV) system called Jabbakam in an effort to save money and resources and combat anti-social behaviour. The system has saved thousands in surveillance and monitoring costs by replacing traditional CCTV with a social media friendly surveillance system which is simple to install and as easy-to-use as Facebook. It provides real-time images, historical searches and remote control of a camera's position accessible from anywhere in the world via a computer or mobile device. Alternatively users can set their cameras to alert them, receiving emails or text messages when unexpected activity is detected.

FIRE & RESCUE

SOUTH YORKSHIRE FIRE AND RESCUE has become the first public sector customer of a ground-breaking new on-demand service from Ordnance Survey. The OS OnDemand Web Map Tile Service will enable the service to use a single web based view of its geographic location data across a range of systems and platforms, from fire incident data to the location of fire hydrants, to improve accessibility of its operational information.

WEST MIDLANDS FIRE SERVICE has used the open source application, CHIMP, to enhance its mapping systems. The corporate gazetteer bringing together previously disparate databases such as flood data from the Environment Agency, water hydrant information from water companies and telephone kiosk information from BT, using the National Land and Property Gazetteer as a base. The system saves an estimated £0.5m a year on software licensing and support costs and helps the service assess risks by area and prioritise and target home safety checks.

WEST YORKSHIRE FIRE SERVICE is using the Connect Fire Investigation system from Active Solutions Europe to improve the outcomes of its investigations. The solution ensures that information is held securely, identifies trends,

BALFOUR BEATTY MOTT MACDONALD AREA 4 HIGHWAYS AGENCY CONTRACT, covering south east England, is using the latest software from Mayrise Systems to provide real-time asset management matched to complex maps of the highway lighting network. MAYRISE Street Lighting is helping to identify and record faults, deliver a timely and efficient maintenance and repair programme and provide accurate management reporting.



helps target repeat arson offenders, tracks documents and provides the ability to share services with other organisations such as the police and other emergency services. Based on Microsoft Dynamics technology, it provides a single, easy to use system to manage and report against all the data and activities involved with every investigation whether at individual or aggregated level.

CENTRAL GOVERNMENT & AGENCIES

ACCENT PEERLESS HOUSING ASSOCIATION in Surrey has adopted a new web based community monitored TV system called Jabbakam. The system will replace traditional CCTV with a social media-friendly surveillance system, which is as simple to use as Facebook. Jabbakam provides real-time images, historical searches and remote control of a camera's position accessible from anywhere in the world via a computer or mobile device.

ENVIRONMENT AGENCY has contracted Vemotion Interactive to provide live video transmission over low bandwidth connections, extending the reach of a project successfully deployed in 2010 to assist the agency in flood management and prevention. In a trial, video compression technology was used to allow live images to be streamed from Shropshire Council's CCTV Control Room over low bit rate networks such as standard GSM mobile phone networks. The technology will allow agency staff to access these images on their laptops from any location.

SPORTSCOTLAND, the national agency for sport in Scotland, has appointed Gravitare HR in a three year contract to provide outsourced HR services and manage an HR help desk available to all 50 Scottish governing bodies of sport.



Additionally, Gravitare has developed the sportscotland HR Zone, available online 24/7 to nominated users within the bodies. The resource contains up to date library of HR policies and procedures and template HR documents, accessible at any time and from any device.