House Keeping

• Please place yourself on mute unless you are speaking

• You can mute your line using your individual handset’s mute function or by pressing *6. Pressing *6 for a second time will unmute your line

• If you would like to ask a question please use the chat box (top right of your screen) and we will put them to the presenters at any allocated slots for questions. Type your question in the chat box. Select “all participants” from the drop down and click “send”
## Agenda

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Standard mental health requirements | Update

Ann Slee
Associate CCIO (Medicines), NHS England
Rolling Out E-Prescribing: Critical Success Factors

Amanda Parkinson
Lead Pharmacist North Lancashire
Lancashire Care NHS Foundation Trust
Lancashire Care NHS Foundation Trust

• Provides Mental Health services for the whole of Lancashire
• Provides some community services in East and Central Lancashire and Southport and Formby
• Mental Health Inpatient wards on 7 sites
• Includes CAMHS Tier 4, Older adult, adult and forensic services
The Inpatient Roll Out

- Business case approved in 2012
- Successful bid for DoH matched funding
- System purchased 2013
- Delays due to supplier capacity
- 12 months configuring the system
- Pilot sites identified
- Roll out commenced July 2015
Scale of the Roll Out

• 2 Child & adolescent wards (Lancaster and Preston)
• 11 forensic wards (Guild Park near Preston)
• 12 Acute Adult wards (Blackpool, Lancaster, Ormskirk, Burnley, Blackburn)
• 5 Older adult wards (Blackpool and Burnley)
• 5 PICU’s (Blackpool, Ormskirk, Blackburn & Burnley)
• 6 section 136 suites (Blackpool, Blackburn, Burnley, Preston, Ormskirk & Lancaster)
Staff Trained

To date:

• 700 + nurses
• 250 + health care support workers
• 100 + non clinical staff
• 300 + doctors
• And 2 dentists
Inpatient Roll Out – Critical Success Factors

• Strong leadership and joint ownership of the project with the CCIO and the Chief Pharmacist
• Dedicated project team for the roll out made up of clinical staff and a project manager
• Time spent configuring the system
  – Templating before implementation
  – Involved clinicians
• Comprehensive user acceptance testing
Inpatient Roll Out – Critical Success Factors

• Clinicians leading the roll out
• Careful choice of pilot sites
• Flexibility around training (particularly for medics)
• Nurses training nurses
• Champions on wards
Inpatient Roll Out – Critical Success Factors

• Training the trainers
• User manuals on the intranet
• Strong relationship with Health informatics and the software company
• Multi-disciplinary involvement
• Hands on support from project team during go live
Inpatient Roll Out – Critical Success Factors

• Ongoing support after wards have gone live
• Lessons learnt sessions during and following the roll out
• The project team went above and beyond
• Robust business continuity plan (tried and tested)
Lessons learnt

• Success breeds success
• Focusing on the benefits really pays off
• Never under-estimate the importance of business continuity
• Bank and agency staff create real problems
• Capturing medics for training is a big issue
Lessons learnt

• It is vital to involve health informatics throughout the project
  – To ensure interfaces are in place
  – To ensure robust connectivity
  – To make sure there are no clashes with other IT projects
  – To get the helpdesk on board

• Take time to get the procurement right
Community Roll Out – the challenges

• Desire to have one medication record that crosses the interface
• Current software has deficits that need resolving
• Hardware will be challenging
• Not as easy to sell the benefits to prescribers
• New EPR system

Supporting Health and Wellbeing
Network Name
Community Roll Out – the challenges

• Depot administration
• Will need to include wider community teams e.g. district nurses
• Training will have to cover other disciplines
• Some resistance from clinicians already as they perceive an increased workload
Critical Success factors

• Funding for the roll out to maintain a robust project team
• Funding hardware – printers for FP10’s and also mobile devices
• Configuring the system to be fit for purpose
• Clinician buy in
• Formulary development for use in community
• Resolving our live admission, transfer and discharge issues
Experience applying for the EPMA fund:
Experience of applying for the EPMA bid

Dr Ben Wright – Consultant Psychiatrist & Associate Medical Director for Clinical Information
Daniel Woodruffe – Chief Information Officer
Jennifer Melville – Chief Pharmacist

We care  We respect  We are inclusive
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<tr>
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<td>Wards across all sites and locations</td>
</tr>
<tr>
<td>915</td>
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We care | We respect | We are inclusive
• Why did we apply?
• What evidence did we supply for digital maturity?
• Who was involved in the application process?
Top Tips

- Keep it Simple
- Be ready to go
- Leadership and engagement
- Give a clear benefits for the investment - project acceleration (what NHS digital get for their money). 2y to 1y roll out
Top Tips

• Clear Safety and quality case
• Have clear links to trust strategy – Digital and medicines optimisation
• Have wider STP links and goals - Interoperability plans
• Bid interview – have all involved CCIO, CIO, medical, chief pharmacist, project lead,
• Talk about any established experience of delivering digital systems (RiO, SystemOne, EMIS).

• Already established team and project lead ready to implement project.
Our view of a good ePMA bid

Julie Crocket, Clinical systems Operations Manager
Lee Rickles, CIO
Our view of a good ePMA bid

• Don’t wait for the bid to come, you must already have a plan
  – ePMA has been in our digital plan for 3 years, but we needed to get the basic in place first.
• Make sure your governance is in place
  – Existing Digital board was already tracking the plan and this is presented to the Trust Board on quarterly basis.
• Trust Board buy-in and have an exec at the interview
• One team (medical, pharmacy, informatics, nursing)
• Engaged with suppliers and had selected the solution and method of contracting
• A majority of the infrastructure has been implemented over the last year
• Keep it simple and just answer the bid questions
• One author for the bid
Key details about EPMA Fund and future applications

Peter Pratt and Ann Slee
Q&As – 20 minutes

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