



Proposed Integrated “Health & Social Care” PORTAL across Dumfries & Galloway partner agencies (Initially focussed on Integrated Children’s services)

1. Purpose of Report

This report provides details of a proposal to the Health and Social Care Integration Programme Board on an Information Sharing Project, involving NHS Dumfries and Galloway and DGC Social Work Services and Police Scotland. The report describes the main planned use, objectives and outcomes of the proposal for local Information Sharing solutions.

The proposal is based on modern proven technology which if adopted will offer the local Organisations an ability to support the emerging information management challenges posed by the integration agenda in the coming years. The solution will be flexible enough to accommodate information gathering through eForms and offer complex workflow requirements spanning existing Organisational boundaries. The solution will be able to scale to offer such services including adults, children as well as other patient or citizen based information sharing requirements.

The proposal commences by focussing on addressing issues highlighted in the recent joint inspection report “*Services for Children and Young People in D&G*” by the Care Inspectorate, where a number of shortfalls in offering staff a robust approach to supporting integrated working between agencies were identified.

The Programme Board is asked to:-

2.1 To note the funding amounts and planned use of this funding for the Information Sharing Board Funded project;

2.2 To support the proposed recommendations to proceed with the development of an integrated PORTAL solution noting the key objectives and anticipated short term children’s services outcomes of this project; and

2.3 To agree the proposed governance and leadership arrangements and key milestones for this project.

2. Introduction

Building on previous investments and ideas on how best to share information between agencies, this report presents a proposal for the investment in a PORTAL system spanning partner agencies across Dumfries & Galloway.

A PORTAL is a web based integration presentation technology which can retrieve/extract information from a number of disparate systems (NHS/Social Care/Police/Education ...etc..), consolidate and present a single view of the information. Further if actions and/or decisions were to be shared between the staff across the Organisations, then the PORTAL could offer a means to record and workflow (trigger events....based on criteria).

An example of this may be that if a child was to present to the NHS A&E Department more than once in a specified period (say one month) and there were no contact made by Social Care staff (say in the following 3 days), then an automatic referral could be triggered and escalated as a missing outcome if it was not actioned.

The proposed PORTAL involves converging NHS, social care, police, education and over time, 3rd sector information providing a convenient single secure web based environment for multi agency staff to initially view and ultimately update information about patients/clients in near real time.

This will provide an environment to support improvements in patient/client safety, savings in staff time, better audit facilities, improved compliance with local processes, and most importantly a facility to deliver a **shared chronology of significant events** for vulnerable and looked after children. GIRFEC requirements / recording as well as interagency alerting and messaging will be accommodated as part of the solution to meet our needs going forward as the integration agenda develops.

Proven solution: In line with Scottish Government eHealth Strategy, this solution is widely used across Health Boards in Scotland and has a proven track record of successful implementation as a “clinical” PORTAL. There is no difference to the proposed intended use in Dumfries & Galloway as a “Health & Social Care” PORTAL.

Procurement is proposed through an existing software framework which would shorten the initial development by several months.

The timeframe to have a functioning PORTAL to provide confidence to the Care Inspectorate that recommendations for a Shared Chronology of Significant Events is being developed will be March 2015. Significant progress will be demonstrable by December 2014.

3. Background

During October 2013, the Scottish Government allocated £40,000 of a £100,000 funding application by the Dumfries & Galloway Health & Social Care Partnership. This 2013-14 allocation will be followed by the remaining £60,000 in June 2014.

The main use of this funding was for local Information Sharing solutions previously reported under a two phased approach:

Phase 1: 2013-14: Short/medium term development and infrastructure for information sharing directly between agencies' IT systems. This would allow NHS teams to have view-only access to specific Social Work client information and vis-a-vis.

Phase 2: 2014-15: A longer term development for information sharing based on one shared service platform, using an integrated systems approach for a complete profile and case note of the client to include Social Work Services as a joint user of a shared system.

The achievement of the two solutions would make best use of technology across agencies, increasing operational efficiencies, and support improved outcomes for clients via a single approach to service delivery.

It is recognised that key to the success of this initiative was the further development of an Information Sharing Partnership Strategy, including vision and key objectives.

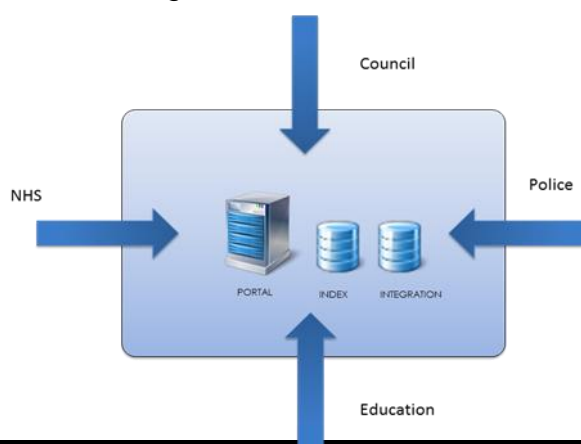
The proposal identified in this report now aligns the focus on the challenges identified in the recent Care Inspectorate Report on Children's services, thus requiring a more rapid approach and more comprehensive solution.

4. Proposal

To focus on the delivery of a technology solution to address the needs of the recent report "*Services for Children and Young People in D&G*" by the Care Inspectorate. A Health and Social Care PORTAL is proposed which will allow existing systems and data feeds from a variety of agency systems to be integrated into a central hosting area, thus allowing users, independent of their Organisation/Department, to access relevant shared information on specific client groups.

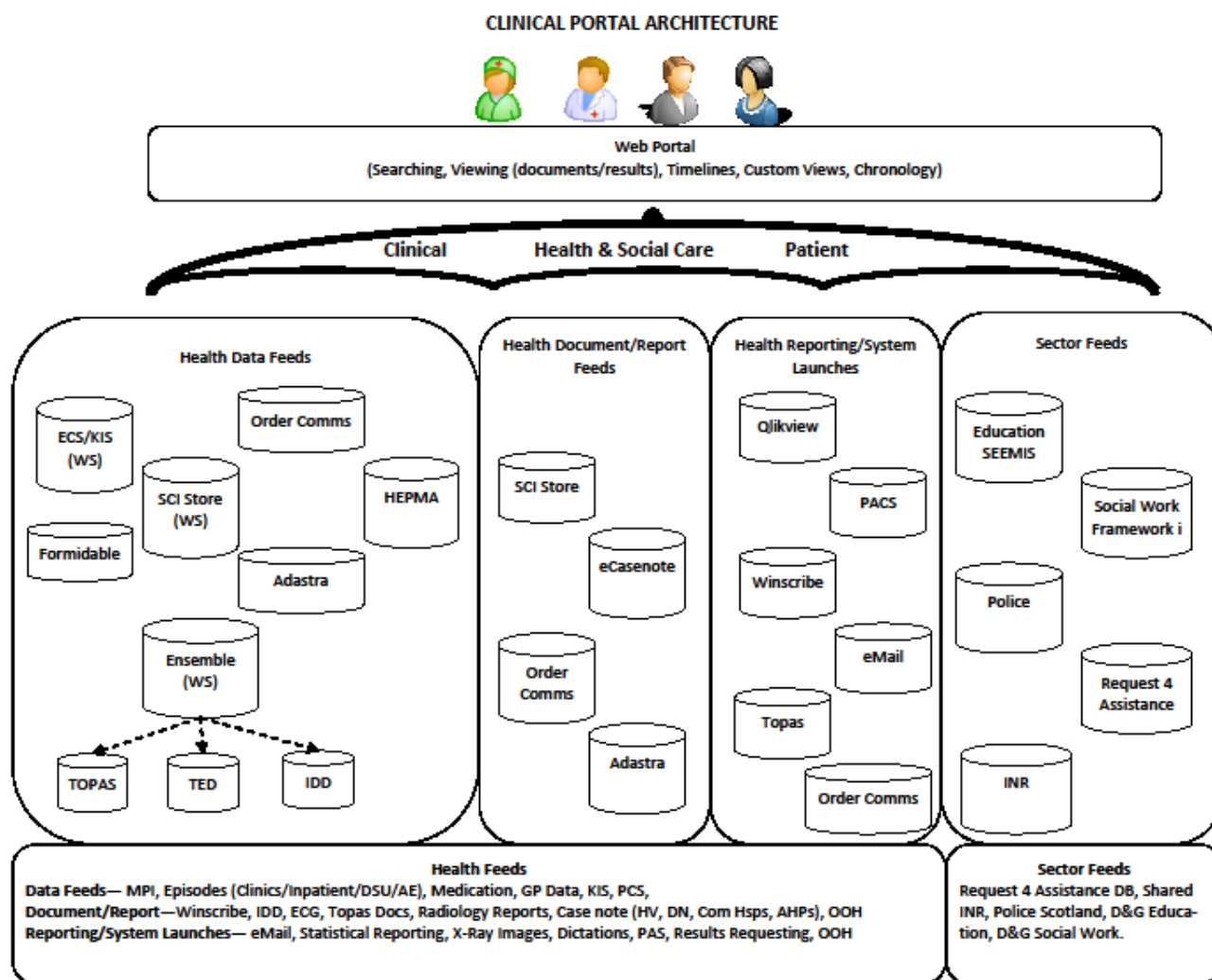
The key activities and anticipated outcomes include the following:

1. Implement the required ICT infrastructure (re-establish the DMZ previously used for eCare) to allow full information sharing between agencies - this would need to cater for not only system-to-system integration solutions but also the user



access and potential hosting of a single shared system for information sharing.

- Procure a single Health and Social Care PORTAL and configure (as a priority) the provision of a **single Shared Chronology of significant events** for children's services. This will allow stakeholders to access summary contact data from multiple Organisations in near real time while providing a shared platform to consolidate joint working requirements (interagency alerting, workflow, shared viewing of consented data and updating of joint eforms) going forward.



- Have the necessary resource capacity and capability to develop information integration solutions - this would build on existing in-house ICT skills, in both Council ICT and NHS ICT agencies, for integration and information sharing solutions. Some of this work has already been proven at pilot/test level/proof of concept level.
- Have the required full Information Sharing software client licensing resources for agency staff - this would ensure that all users of the existing agency systems and the proposed Health and Social Care PORTAL have full view of all information that user access permissions allow.

5. Further utilise the Health and Social Care Integration Programme Board and establish an Operational Working Group - this would ensure a joint working approach to programme and project management and delivery, and report regularly on progress, risks, issues etc, to the national Information Sharing Board and local Health and Social Care Integration Programme Board.

5. Funding / Options

This work programme can be approached in a number of ways.

1. **Option 1 - Proof of concept:** building the solution to initially support the basic integration of users across the different organisations and develop a shared joint chronology. This would require most of the integration of the different systems to be undertaken but would avoid large cost of user. This would be based on a limited number of end user licenses and would allow the concepts to be tested and proven prior to the required larger investment is made for user licenses
 - a. Associated costs for this approach would be are estimated £180,000. This includes setting up the DMZ.
 - b. Only a small amount of users would use the system to prove the concept without further investment in User licenses.
 - c. Existing Hardware in NHS VMWare storage environment would be used to host this solution during the proof of concept stage.
2. **Option 2 - Children's services Focussed:** This proposal would allow circa 400-600 users across Police/NHS/Social work and Education to access shared information from the named organisations (based on what each stakeholder is able/willing to share who are involved in the care of Children.)This will also include the development of a shared Chronology of significant events and be able to be added to from system data feeds as well as manually.
 - a. Associated costs for this approach would be are estimated £350,000. This includes setting up the DMZ.
 - b. This would allow most of the practitioners across the partner Organisations supporting children to share information and contribute to the proposed Chronology of significant events.
 - c. Again existing hardware in NHS VMWare storage environment would be used to host this solution during this stage.
 - d. No local development or expansion to other services would be possible without further spend on additional user licenses/ eFORMS development tools and workflow development tools.
3. **Option 3 - Complete local data sharing solution:** This option will allow the delivery described in Option 2 with further facilities to develop the solution to allow sharing of information for many other purposes / services. This will include a large number of end users, and will allow the solution to be developed with local ICT development skills to include additional eFORMS and workflows as the services requires. This solution will allow local partner specific solutions integrate with the PORTAL providing users with seamlessly navigate between their host system (

NHS users: eCASENOTE, Social Work users: Frameworki) and the shared environment.

- a. Associated costs for this approach would be are estimated £900,000 (as detailed below in the estimated cost schedule. Further consideration also may be made for a complete site license across all partners in Dumfries & Galloway going forward. This includes setting up the DMZ.
- b. This would allow additional practitioners from other services requiring to share and collaborate with information across the partner Organisations with the ability for other workflow requirements to be developed locally and deployed as our services grow.
- c. Additional storage will be required for this solution as it grows but will be integral to existing ICT infrastructure.
- d. This solution can be invested in over time as additional needs grow including the ability to allow patients/citizens to access their own information.

Option 3 estimate:

Establishing a Health and Social Care Portal <i>focussed on Childrens Services initially</i>			
No.	Description	One off Cost	Recurring Cost
1	RE-establishing the existing DMZ and connecting all Stakeholders	£ 40,000.00	£ -
2	Portal software (initial 1000 users)	£ 218,000.00	£ 43,600.00
3	eForms Development Tools (locally deployable)	£ 30,000.00	£ 6,000.00
4	eWorkflow tools(initial 1000 users)	£ 218,000.00	£ 43,600.00
5	Hosting Environment (part of DMZ - NHS VMWARE Environment) incl: Firewalls	£ 100,000.00	£ 15,000.00
6	To train/build/deploy initial service	£ 140,000.00	£ -
	Sub Total :	£ 746,000.00	£ 108,200.00
	VAT:	£ 149,200.00	£ 21,640.00
	TOTAL:	£ 895,200.00	£ 129,840.00

Potential Sources of funding for consideration:

The Scottish Government allocated **£100,000** funding application by the Dumfries & Galloway Health & Social Care Partnership.

Potential PYF funding which could be offered to support this initiative (sought via the DIMS funding stream): **£150,000**.

5. Recommendation

1. Due to the limited time to address some of the issues highlighted in the Care Inspectorate for Children's Services, and the fact that this joint approach to developing shared systems is new to both Health and Social Care Partners, **Option 2 is the preferred approach.**
2. This option allows Option 3 to be planned over time as funding and the integration agenda evolves in the coming year(s) and our confidence in the effectiveness of the technology solution increases.
3. Funding identified from the Scottish Government and potential funding from the local PYF (innovation fund) should be considered to support this joint initiative.
4. Governance for the delivery of the solution should be made via a separate team of ICT specialists from all stakeholder organisations under the leadership of the Children's services task force led by Mr Shearer.

6. Governance Assurance

The HSCI Programme Board Executive Group has been consulted on the contents of this report.

7. Impact Assessment

As this report does not propose a change in policy/strategy/plan/project it is not necessary to complete an Impact Assessment.

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Approved by

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Appendices - None

Background Papers -

HSCI Programme Board Executive Group – 10th April 2014.
Item 5 - Information Sharing Board Funded Project