Background

The aim of the NPfIT Programme is to establish a National Care Records Service (NCRS) for the NHS, and develop as part of the Connecting for Health Programme (CfH). The ePRF allows paramedics to record key information around the patient’s clinical condition and the treatment provided. This information can be entered real time and allows clinicians at a receiving location to view the patient details whilst the patient is en-route. All the recorded data is also available for reporting purposes supporting clinical audit and development.

Benefits of ePRF

The new system is set to offer a range of benefits for the Ambulance Service, Receiving Hospitals and ultimately the Patients we serve:

- The ePRF will make it easier and more accurate for ambulance crews to record important patient information.
- Ambulance Crews can capture clinical diagnostic data, for example ECG traces from a defibrillator and easily add them to the ePRF.
- Ambulance Crews will have access to all of the clinical pathways available to the patient - ensuring they get the most suitable treatment as quickly as possible (Right Care, Right Place, Right Time).
- The information collected on the ePRF can be accessed electronically by hospital staff before the ambulance crew arrives – providing important information in advance of the patient arriving at hospital.
- The information collected will be analysed by the ambulance service to help changes and quality improvements in patient care.

Introduction in Teesside October 2010

The first area of the North East to be upgraded is the Teesside Division and rolled out across the entire region by 2012. The live end to end testing of the Toughbook will be complete by the end of September, followed by a live operational test on the vehicle with paramedics on 5th October will full roll out to all vehicles on 12th October 2010. Project Delivery is on Target.

Progress to date

- Project Manager and Change Manager working collaboratively with key stakeholders including the SHA, CSC, BT, and operational staff to deliver the solution on time and in budget.
- Plans completed include:- PID, Business Change plan, Comms Plan, Benefits Plan, Business Continuity Plan and Vehicle fitting plan for 39 vehicles.
- Train the trainer – delivered on time and End user Training commenced and on target to train 245 Paramedics by Go Live. Toughbook champions identified and delivering sample and refresher training on the job, also supporting hospital trainers in their delivery.
- IT Infrastructure, Service desk support and Toughbook build is in its final stages and on target for go live.
Communications released – Pulse, Intranet, SHA, Hospitals staff newsletters, and development of Media footage finalised by end September 2010. Internal Staff awareness sessions are regularly taking place with 4 carried out to date.

**Business Change**

Business Change has involved close partnership working with the 3 hospitals - University of North Tees, James Cook and Hartlepool. Current state - involved mapping of the current processes with NEAS and hospital staff to gain a cross functional understanding and clear picture for future state buy off. Internal change – future state direction, clinical operations and satisfying internal governance, External change – RL problems – booking in at A&E, AAU & CCU to be reviewed operationally. Implementation of the changes will be via weekly action plans and future state maps to minimise performance risk.

**Follow up post go live**

- Case Studies
- Lessons Learnt
- Business Plan for roll out, identification of next location
- Measuring improvements weekly, 3 month 6 month etc

**In summary**

Full staff involvement in Teesside have been key in supporting the delivery of the project and contributing to process improvements along the way, by listening to their views and with timely clinical decision making and communication of the agreed improvement. Internal staff awareness and buy in from Audit, reporting, communications, control etc have also keen key as this highlighted further internal improvements e.g. huge reduction in turn around times for retrieving data for police/legal cases. The roll out and bigger picture includes GP communication and forward plans to all NE locations.