

CASE STUDY

DE PARY'S MEDICAL CENTRE BEDFORD

CSC



The NHS vision through the National Programme for IT is to have a more modern, efficient and integrated clinical IT system that is patient centred. CSC is working to deliver the right information to the right person at the right time.

"Previously, you would come in and hope nothing had gone wrong overnight - but that problem is no longer there."

Practice Manager



SITUATION

De Pary's Medical Centre in Bedford is a busy practice with 10 GPs and 47 staff looking after over 15,000 patients. A paper light practice seeing over 800 patients a day as well as dispensing medicines, Practice Manager Maggie Gardner says: "It's a business - we open at 7.45 in the morning and just keep rolling. We needed a system that could keep up with us."

For the last 16 years, the practice had been using EMIS LV but was experiencing problems with administration. "The system was time consuming for simple processes...which was costing our administration staff a lot of time."

The move to CSC's integrated primary care solution, SystemOne, allowed them to meet the functional needs of the clinicians, manage their administration more effectively and improve business processes.

The deployment of the solution was managed by a joint team from the NHS and CSC. Collaborative working ensured the delivery of a professionally managed project which included comprehensive data migration, business change and training.

BENEFITS

As a centrally managed solution, the clinical database is hosted in a secure data centre. There is no need to back-up every night or maintain the local server. "You know that someone else is responsible for the server... previously, you would come in and hope nothing had gone wrong overnight - but that problem is no longer there."

As a modern, flexible and easy to use clinical system, SystemOne provided all the basic functionality that De Pary's required. In addition, centralised administration and the single patient record - shared across GP, community and child health - enabled more efficient and integrated care. Separate reporting servers allow over 1600 reports to be run without interfering with the work of others in the practice.

After 16 years of using a legacy system, change was always going to be challenging. The fact that SystemOne enables each clinician to tailor their screen to reflect their personal preferences helps to reduce this challenge. And when asked what she would say to other practices considering the switch, Maggie Gardner is clear: "The question isn't why would you do it - ask yourself why you wouldn't?"

**To discuss further or to arrange a demonstration:
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About the CSC Alliance

The CSC Alliance is responsible for the delivery of the NHS National Programme for IT across large parts of England. Leading the Alliance is CSC, specialists in delivering IT services and solutions across the globe, employing some 9,000 professionals in the UK, and 75,000 worldwide. The CSC Alliance also consists of a number of partners who are well known for developing innovative yet enduring partnerships that deliver sustainable business value over the long term.

About the Programme

The National Programme for IT was established by the NHS to support the delivery of world class patient care and services. At the heart of the programme is the NHS Care Records Service, providing an integrated electronic care record that will support an estimated 500,000 staff and over 25 million people across our regions, including over 4,000 general practitioner practices, 100 hospitals, 25 prisons and 20 ambulance trusts.