

PRISON SOLUTION LINCOLNSHIRE



BACKGROUND

Morton Hall is a semi-open women's prison near Newark-on-Trent, Lincolnshire. The prison houses 392 offenders from many different social and ethnic backgrounds.

The healthcare centre is located within the prison and has 30 staff members – full-time, part-time and visiting. The centre houses a nurse-led service provided by the local Primary Care Trust (PCT). It runs a twenty-four hour service, with an on-call rota in place after 10pm. Non-nursing care is provided by a wide range of clinical staff running sessions.

The drive for an electronic system came from the requirement for the prison to effectively manage the healthcare of prisoners following the takeover of responsibility for NHS prison health by the PCT. In addition, the prison recognised some real opportunities for reducing paper flows and saving time in the administration of healthcare for the prison population.

THE PROJECT

Morton Hall was the first prison in the East Midlands to go live with CSC's prison solution – provided by NHS Connecting for Health. The system is based on the SystemOne GP solution, already in extensive use in GP practices across England. Morton Hall has been using CSC's prison system since January 2006.

A key element of early planning, and subsequent success, was that the project team had the full support of the prison governor in planning and implementing the project. Andrea Blakeley, Business Change and Benefits Lead said: "Sandra Peck, the Healthcare Manager, was instrumental

in making this project work due to her leadership style and commitment, as well as the relationship she had with the prison governor and the prison team. This opened the doors for us, where others have struggled. They really made us feel part of the team."

BUSINESS CHANGE AND BENEFITS

A huge amount of work was done to understand how the existing paper-based processes worked in the prison. Because of the nature of prisons, where the opportunities for self care are extremely limited, there has to be well documented processes around every healthcare intervention.

Andrea said: "I was amazed at how much traffic went through the centre. All the self care you take for granted as an independent person, is very different when you are in prison. If you wake up and have a headache, you can't reach for the top drawer to get a tablet. Any minor ailment has to be reported and the process is very strict, which made documenting the processes really difficult."

The prison now has a standard administration system to manage the prison population. Basic prisoner data is downloaded daily and the data uploaded to the system. Andrea said: "The upload process is very quick. Data on 286 prisoners can be uploaded in under three minutes!"

A number of benefits were identified at the start of the project:

- A huge reduction in paper
- Time savings due to fewer manual processes
- An ability to store key patient information in one place.



CSC's prison solution, SystemOne, has been deployed to the majority of prisons across the North, Midlands and East of England.

RESULTS

BEYOND EXPECTATIONS

After go-live a number of additional benefits were achieved:

- Pathology results are received more quickly, meaning that treatment can start sooner. This has improved from a one week turnaround time to a 24-48 hour turnaround time
- Patients/prisoners are registered for healthcare more quickly, removing the need for manual registration forms
- Clinic lists are generated automatically and no longer need to be handwritten
- Waiting list appointments can be booked directly on the system
- Information is more up to date
- The 'discharge to another prison' process has improved as there is no need to photocopy a prisoner's healthcare record locally.

COMMUNICATIONS AND TRAINING

Andrea said: "At the start of the project we ran demonstrations for staff, so they could see the product and knew it was coming. We also had a session to look at current processes, so we could see how processes would need to be changed."

All training was provided offsite and a 'train the trainer' approach was used. IT trainers were given training by CSC before going on to train the local users. Three clinical staff and three administrators were nominated by the prison and received detailed training. These people became the real champions of the system.

GO-LIVE

Before the project went live, the prison took part in conferences and demonstrations to see how the solution was being used by non NHS organisations. Andrea said: "It was very valuable for them to see how other prisons were using the system in a real-world situation."

The business change staff and trainers also visited the site to help with local configuration and set up: populating caseloads and waiting lists, setting up clinic templates, configuring standard letters. Andrea said: "They turned out to be critical to the success of the project. They knew both the local setup and the new system."

"This is one of the most successful and exciting projects we've deployed to date. The close working relationship we had with the prison team, business change and training teams was fantastic."

The business change team "turned out to be critical to the success of the project. They knew both the local setup and the new system."

Business Change and Benefits Lead

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