

Ground-breaking xdirectory solution from Esprit Soutron integrates Social Services Department and National Health Service information for Intermediate Care at Barnsley

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Successful cultural change and project implementation within budget delivered by Esprit Soutron xplatform component without need to replace current systems

Derbyshire - UK – Esprit Soutron (ESP) has completed delivery of its cutting-edge Information Gateway solution for the pioneering Partnership in Action Barnsley (PIAB) Intermediate Care project for older people, formed between local NHS organisations and Barnsley Metropolitan Borough Council (BMBC). ESP worked in close partnership with Atkins management consultants who had overall responsibility for the solution design, programme management and project deployment.

Supplied well within budget, the xdirectory software technology solution from ESP seamlessly allows staff and management from the Council's Social Services Department and Health Care organisations to access information from each other's electronic systems. The joined up provision of information brings together data from the Social Services Information System (SSIS) within BMBC, and two NHS systems – the Total Care System (TCS) and the Patient Administration System (PAS) into a single virtual record within the Information Gateway, allowing single person records for Intermediate Care for the elderly to be created from information provided by all agencies.

Although a large amount of information is collected within the Health and Social Care processes, for a number of different reasons, it was rarely shared. The key requirement identified therefore, was the need to integrate existing fragmented information systems. Data requirements were defined through change management processes and included contact lists for service users and carers, locality centre bed availability, work summaries and schedules and locally produced management information. Security of connections to all information databases and by authorised users was also a critical component.

The Esprit Soutron xplatform solution seamlessly extracts and then combines information from the separate databases. It is then presented to end-users using Internet technology which means that patient data can be retrieved by users with the appropriate authorisation, from any device that has access to the Internet. The actual devices used by the Intermediate Care Service are standard desktop PCs, laptops or palm-top devices linked to the Internet via GPRS a mobile telecoms technology.

Steve Small, Director - Localities from Barnsley Metropolitan Borough Council commented, "Numerous benefits are already being delivered from the Information Gateway programme. Service delivery has been transformed now that intermediate care staff is able to deal with, and receive, health and social care services as one organisation rather than a collection of service departments. In addition, response time to service users and patients is much faster with quicker processing of care packages and appropriate treatments, etc. As a result, staff are more productive as they are able to provide higher volumes of service to the public instead of spending their time in the repetitive collection of information."

Graham Beastall, Esprit Soutron's Director with responsibility for strategic partnerships at Esprit Soutron stated, "The focus on Partnership working is at the heart of our business. Information

management, i.e. the organisation, categorisation, linking and access to real-time data across agencies and departments, makes it possible for separate agencies and bodies to work as one to deliver services and share up-to-date information. This is achieved by building on top of existing systems and offers a stable framework for integration with any system. Our role is providing solutions that helping staff do their job to the best of their professional ability by accessing shared information with colleagues and co-workers."

Esprit Soutron's xplatform is a platform for the production of information gateways and applications. xplatform enables disparate data from multiple legacy systems and xdirectory's own repository to be integrated and exposed via a secure, audited and consistent meta model. The integrated and coherent view of the legacy data in the meta model can be viewed and manipulated via a wide variety of applications, environments and devices - such as web-based and PDA access. All access to the meta model is both secured using "Access Control Lists" and audited using xplatform's own data store.

In addition to bespoke applications developed against the meta model (such a as a patient information system), Esprit Soutron provides shrink-wrapped applications to run on the platform. One example of such a shrink-wrapped application is xdirectory, which is a comprehensive enterprise content management service. Another example is their research and enquiry management system - xflow.

Esprit Soutron develops and deploys web-based information management tools and solutions that deliver our users the right information, at the right time. Solutions are delivered at the pace our users dictate, helping them to maximise the effectiveness and the efficiency of their information to ultimately drive their competitive business advantage and receive high returns on investment. With over 800 UK and international installations, ESP has clients from the public and private sector including the World Energy Council, Barnsley Metropolitan Borough Council, Birmingham City Council, Staffordshire University, AT Kearney, and Mayne Pharma.

Contact:

Lesley Young
Esprit Soutron
+44 (0) 1332 821817
lesley.young@espritsoutron.com

Steve Small
Barnsley MBC
+44 (0) 1226 777069
steve.small@barnsleypct.nhs.uk

Ian Hobson
Barnsley MBC
+44 (0) 1226 772384
ianhobson@barnsley.gov.uk