

## Improving data quality and end user efficiency through cloud based technology

### Customer Story

#### NHS NSS - NATIONAL PRIMARY CARE CLINICIAN DATABASE (NPCCD)



NHS National Service Scotland (NSS) is a national NHS board working at the heart of NHS Scotland. NSS plays an active and crucial role in the delivery of national infrastructure services and solutions to improve the health and wellbeing of the people of Scotland.

#### Primary care contractors - NHS Scotland

GPs, Dentists, Opticians and Pharmacists

20,000 primary care contractors

In Scotland, there are over 20,000 primary care contractors including GPs, Dentists, Opticians and Pharmacists who support patient care and deliver vital services across the country.

Hundreds of end users throughout the organisation require access to record, manage and share vital primary care contractor information using multiple, local and national IT systems which have become outdated, inefficient and inconsistent.

Primary care contractors support patient care and deliver vital services across Scotland.

In order to resolve the issues that lie within the complex and costly multi - system approach, the NPCCD IT programme was brought into place.

The NPCCD programme manages the national GP Performers List for Scotland and works in line with the new legislation set out by the Scottish Government. The new programme has been designed not only around current end user requirements but it also offers the option of expansion to cater for other Primary Care Clinician groups further down the line.

The NHS NSS programme team set out to source external support for the design, implementation and delivery of the new IT system. They required a responsive, flexible partner who was willing to "go the extra mile" to ensure delivery was completed within a very tight schedule.

Sword were selected as a delivery partner to help structure and implement the new, centralised system due to their in- depth level of expertise and experience in the design and deployment of specialised business technology systems.

#### NPCCD IT PROGRAMME

NHS Scotland's National Primary Care Clinician Database (NPCCD) is a new IT programme focussed on managing the national GP Performers List for all health boards across Scotland and has been led by the Information Services Division (ISD).

The Information Services Division (ISD) is part of the Public Health and Intelligence (PHI) strategic business area within NSS. ISD provides health information, health intelligence, statistical services and advice that support the NHS in progressing quality improvement in health and social care and facilitates robust planning.

#### Solution



Based on the underlying business requirements highlighted by NHS NSS, Sword worked closely with the project team to develop a strategic plan to ensure that the design of the new IT system would be upgradable, scalable, future proof, compliant, user friendly and efficient.

Sword established an agile approach with two week sprints for the design, implementation and delivery of the project. Sword and NHS NSS met regularly and formed a dedicated User Group of representatives from across NHS Scotland. This approach helped to refine a solution based on the user group's experience of utilising their existing legacy systems along with keeping the current Scottish Government legislation at the forefront of the process.

The end solution was then developed using the latest Microsoft technologies, including .NET Core 2.2, deployed to the Microsoft Azure cloud, leveraging its advanced "Platform as a Service" (PaaS) features for web apps and application programming interfaces. It is managed within Microsoft Azure DevOps and follows best practice for software development.

Other NHS Scotland systems have been able to integrate with the end solution through its web APIs, for example, notifying NPCCD of changes to a trainee. The user community were able to preview and accept the latest solution in the test environment prior to its deployment to the production environment ensuring it was fit for purpose.

#### Business outcomes

The successful delivery of the NPCCD IT programme has generated multiple benefits and improvements for end users across NHS Scotland.

Key benefits include:

- **Improvement and enhancement of the end user experience**
- **Reduction in data entry and search times when sourcing key information**
- **Further opportunities to improve data quality through the new system**
- **A clear and consistent process is now being used in a complex and fast changing environment**

By implementing the NPCCD system on the Cloud (a major first for NHS Scotland) there are significantly faster response times and processes are now easier to follow.

The long term flexibility of the new IT system was a key part to the success of NPCCD programme. The Sword approach has ensured that changes can be easily made should new legislation or requirements emerge in the future.

The programme has demonstrated the value of close collaboration across multiple organisations and groups, with a focus on engagement from Sword with NHS NSS and all NHS boards in Scotland enabling the programme to become a major success.

Find out more:

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