



Richmond & Twickenham Primary Care Trust

The Client

Richmond & Twickenham NHS Primary Care Trust commissions healthcare for the residents of the London Borough of Richmond-upon-Thames. They serve a population of approximately 192,000 people and manage a range of services, both in the community and at Teddington Memorial Hospital.

“People definitely see the power of Insource Data Academy®. To have that level of access to immediate information is just a revelation to them.”

Graham Obeney,
Associate Director of Information Management
Richmond & Twickenham PCT

Richmond and Twickenham Primary Care Trust (PCT) is the NHS organisation responsible for health services in the London Borough of Richmond upon Thames. The PCT shares its boundaries with the borough of Richmond, serving approximately 192,000 people.

Richmond & Twickenham PCT wanted to understand more about the finances associated with the services they commission, to gain a broad management overview of their provider services - clinics, hospitals and community professionals and to better manage these services and understand the level of service being provided, to whom, and at what cost.

The provision of necessary intelligent reports was technically difficult “we had multiple data sources; and because of the disparity of our operational systems each system has its own query language and means of presenting the data, making it difficult to integrate the data” says Graham Obeney, Associate Director of Information Management. “We were looking for a single way of integrating multiple data sources, able to accept feeds from multiple sources, to render them to a consistent format”.

The PCT chose to work with Data Academy reseller Insource, as they had the right mix of products and extensive NHS knowledge, to implement the most appropriate system for their requirements. “We looked at other options and researched the marketplace and we felt Insource was the right partner for us” says Graham, “but it was as much about the company as the products. We felt comfortable that we'd be able to work successfully and felt that Insource would give us the attention we warrant and they had good experience in the area of information management. They weren't just selling a product, there was something behind that”.

Speaking with Technical Director Peter Stevens, he explained “Having Data Academy in our arsenal of products has enabled us to focus on business requirements and significantly widen our domain knowledge of working within the NHS. Not having to concern ourselves with the finer detail of the technicalities of implementation has provided us with that space...”

The Insource solution consists of an integrated data warehouse and reporting solution that can accept data feeds from multiple, diverse, geographically displaced operational systems (including many GP sites, downloads from National systems, and the RiO system that consolidates the data) into a consistent, easily understandable format to enable the production of statutory and management reports. Additionally it meets the in-house requirements for the easy production of ad-hoc reports as required by the Trust, all delivered through a web browser interface, which provides a consistent user experience.



Business Intelligence
Data Management Solutions
ISV/Software Solutions
SOA and Business Process



Richmond & Twickenham NHS Primary Care Trust

Extremely powerful and functional feature-rich data warehouse and intelligent reporting solution that is both simple to develop and easy to maintain
Insource solution comprises of a combination of Data Academy® & FAST Radar

“Business Intelligence is not simply about reaching a defined destination; it is more of continual journey towards enlightenment through accurate information, presented in an accessible way.”

Graham Obeney,
Associate Director of Information Management
Richmond & Twickenham PCT

The foundation of the Insource solution is Data Academy®, a browser-based data warehouse framework developed in Microsoft® .NET for SQL Server 2005™, that provides best-of breed technology integrating with Microsoft FAST Radar, a browser-based reporting tool for creating personal analytical reporting and monitoring solutions. This combination, Data Academy and Microsoft FAST Radar, provides a customised BI solution designed specifically to meet the Trusts requirements.

Results

“The NHS' business is now wholly reliant on information that is timely, complete and accurate”, says Graham. “Information is absolutely fundamental to the whole operation of a PCT and critical to a PCT's success is the work that the information team does.” With the combination of Insource Data Academy and Microsoft FAST Radar, the data information team is more able to cope with the demand for information.

The system is enabling them to accurately track their financial expenditure and provide a better management overview of their provider services - clinics, hospitals and community professionals, as well as identify the risk of overspend and high-impact users in Secondary Care. “People definitely see its power”, says Graham. “To have that level of access to immediate information is just a revelation to them.”

Although they started the project with the intention of obtaining financial and management information and reporting, the benefits are now making themselves felt in clinical areas as a result of being able to accurately interrogate data on high-impact users. “We can now make information about high-impact users available directly to our Community Matrons who can identify them readily, on-line at a time that suits them. That was not anticipated.”

“Business Intelligence is not simply about reaching a defined destination; it is more of continual journey towards enlightenment through accurate information, presented in an accessible way”, says Graham “we are very excited about the results of our BI implementation and believe we're on the verge of making some changes to the way the PCT works for the better.”



About The Data Academy® Solution

Data Academy is a data warehouse builder which leverages the functionality of Microsoft SQL Server 2005. Data Academy builds robust, reliable and expandable data warehouses and data marts in a fraction of the time it takes when using conventional native SQL. Data Academy is a powerful application with an intuitive .NET web-based interface and a full administrative console. Data warehouses built using Data Academy are built to standards encouraged through the Data Academy development interface, a transparent tool that is readily maintainable by trained Data Academy data warehouse development technicians. This reduces the dependency on individuals involved in the original development.