

## Benchmarking Survey - Clinical Systems

Q1. What was the Clinical Systems Team Budget in 2022/23?

The Trust operates a mixed model for Clinical System support so it is not possible to provide a single budget figure as the bulk of clinical system support is provided by Nottinghamshire Health Informatics Service which is an NHS Organisation providing all IT Support Services to multiple organisations, including SFH, via a block contract under a Partnership Agreement. This includes application support to all organisations. Therefore it is not possible to breakout the specific clinical system support costs for only SFH.

Q2. What is the Clinical Systems Team Budget for 2023/24?

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Q3. Which Executive Director is accountable for your Clinical Systems Team?

I'm guessing this is the role: Medical Director

Q4. Please select the appropriate options from below regarding your Clinical Systems Team:

	(X)
Managed internally by trust	x
Shared warehouse with other NHS Provider/s	x
Outsourced private provider solution (please state solution provider)	
Other please state:	

Q5. How many clinical systems are included in the portfolio of the Clinical Systems Team?

76

Q6. Do you have a planned PAS migration scheduled within the next 18 months?

Yes. Full migration to EPR is planned to commence within the next 18 months

Q7. If yes, what additional budget has been provided to the Clinical Systems Team to support this?

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Q8. Which Project Management Tool does your trust utilise to manage the Clinical Systems Teams' projects?

NHIS - Ivanti PMO and Dynamics CRM

Q9. Are there any KPIs tracked to assess the performance of Clinical Systems Team?

Yes - SFH have an SLA with Nottinghamshire Health Informatics Service, with a number of KPI's which encompass expectations for support and resolution time factors, these KPI's equally apply to the application support team.

Q10. How are the clinical systems uptime monitored and what KPIs to track success?

Nottinghamshire Health Informatics Service operate a comprehensive ITSM Tool and ticketing system where all IT incidents, including clinical system support, are monitored and managed against their respective KPI's based on severity ratings. % Uptime is provided each month for key systems via service reports.

Q11. How many unplanned system downtimes occurred in 2023?

Clinical Systems have on occasion been fully or partially unavailable through 2023 due to other infrastructure/WAN/end point incidents which rendered access issues. An issue with the Trust Interface Engine has caused issue with clinical system data feeds, but the clinical systems themselves remained operational throughout. Therefore the clinical systems themselves have not experienced any direct downtime (other than for planned down-time and maintenance events) through 2023.

Q12. Please state the WTE of Substantive staff in post as at 01/01/2024 for the Clinical Systems Team in your trust by band

Band of staff	WTE in post
VSM	
Band 9	
Band 8D	
Band 8C	
Band 8B	
Band 8A	
Band 7	
Band 6	
Band 5	
Band 4	
Band 3	
Band 2	

The Trust operates a mixed model for Clinical System support with the bulk of support coming via an SLA with Nottinghamshire Health Informatics Service. As Nottinghamshire Health Informatics Service provide services to multiple organisations via an SLA it is not known, nor possible to breakout the specific clinical system support personnel for only SFH.

Q13. Please state the WTE of bank and contractors staff in post as at 01/01/2024 for the Clinical Systems Team in your trust by band

Band of staff	WTE in post
VSM	
Band 9	
Band 8D	
Band 8C	
Band 8B	
Band 8A	
Band 7	

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Band 6	
Band 5	
Band 4	
Band 3	
Band 2	

Q14. Please state the WTE of vacant posts as at 01/01/2024 for the Clinical Systems Team in your trust by band

Band of staff	WTE in post
VSM	
Band 9	
Band 8D	
Band 8C	
Band 8B	
Band 8A	
Band 7	
Band 6	
Band 5	
Band 4	
Band 3	
Band 2	

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Q15. Does your Clinical Systems Team consist of the following roles:  
(X)

Project/programme managers	x
System trainers	x
Clinicians	x
Infrastructure/technical leads and advisors	x

Other please state:	The bulk of clinical system support is provided by Nottinghamshire Health Informatics Service to ensure blend of roles are available when dealing with any support issues, this is also supplemented by clinical roles from within the Trust Digital Transformation Unit, as well as other application specialists.
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