SWORD

UPGRADE *YOUR BUSINESS*

IMPROVING DATA QUALITY AND END USER EFFICIENCY THROUGH CLOUD BASED TECHNOLOGY

NHS NSS - NATIONAL PRIMARY CARE CLINICIAN DATABASE (NPCCD)

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ABOUT SWORD

Sword is a leader in data insights, digital transformation and technology services with a substantial reputation in software development, complex IT, business projects and mission critical operations with over 2,300 Technology, Digital & Software specialists present in five continents to enable the growth of your organisation in the digital age.

Cloud Platform

Realise the benefits of an agile, capable and cost-effective platform

Modern Workplace

Transform ways of working and modernise your end user platform with Microsoft 365 and Enterprise Change capabilities

Digital Services

Bespoke solutions to modernise your customs apps or develop new competitive advantage

Data & AI

Modernise your legacy platforms and prepare for the future with Data & AI

Content Services

Discover, Improve and Manage your information assets

PART I – AN OVERVIEW

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

THE CUSTOMER

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.

NHS National Services Scotland

THE BACKGROUND

Primary care contractors - NHS Scotland:

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and share vital primary care contractor information using multiple, local and national IT systems which have become outdated, inefficient and inconsistent.

SWORD'S SOLUTION

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.

This Case Study provides deeper insights into the challenges, scope and methodology applied to deliver a successful project. These solutions are entirely replicable. If you would like to learn more we would be pleased to help. We have a range of insights that can be shared.

Or if you would like to discuss any of the solutions in delivering this project, our Sales Lead, Louise Barwell, would be pleased to speak to you, Please email louise.barwell@sword-group.com.

![SWORD - UPGRADE YOUR BUSINESS]

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

Key benefits include:

PART II – THE SOLUTION
Improving data quality and end user efficiency through cloud-based technology
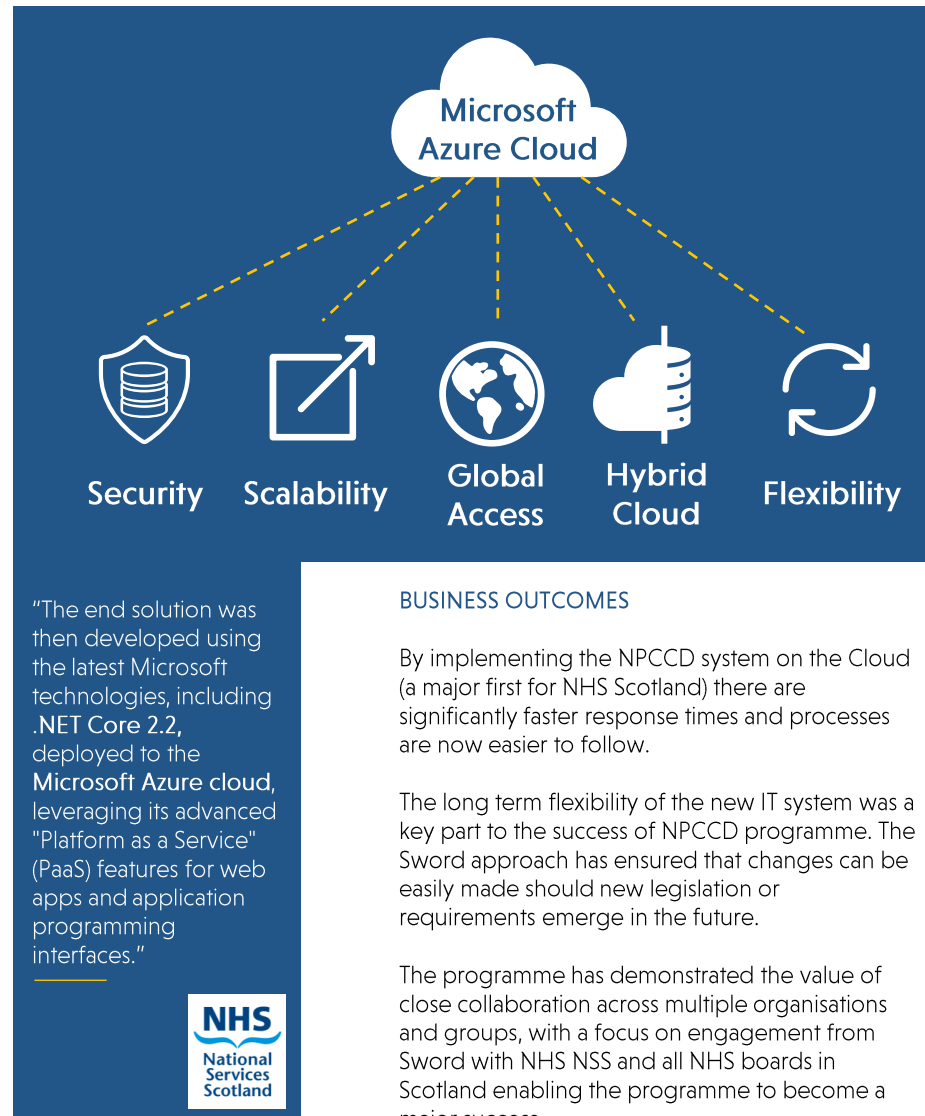
THE SOLUTION

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.

Microsoft Azure Cloud

Security   **Scalability**   **Global Access**   **Hybrid Cloud**   **Flexibility**

"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."

![NHS National Services Scotland]

BUSINESS OUTCOMES

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.

1.
Improvement and enhancement of the end user experience

2.
Reduction in data entry and search times when sourcing key information

3.
Further opportunities to improve data quality through the new system

4.
A clear and consistent process is now being used in a complex and fast changing environment

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For further information on this project and on other projects we have undertaken, please contact Louise Barwell by email at louise.barwell@sword-group.com

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