

Powering Digital Public Services

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CNWL by numbers

349,316

patients
treated in the
community

4409

patients
treated in
hospital

7566

staff across
a variety of
disciplines

2133

nursing and
health
visiting staff

1627

admin and
estate staff

1668

scientific,
therapeutic &
technical staff

1622

healthcare
assistants
& support
staff

422

medical &
dental staff

96

nursing and
health
visiting
learners

0

On-premise
servers

Digital Delivery Model

In-House Services

- SystmOne Development
- SystmOne Support
- Business Partnering
- Digital Skills
- Innovation/Productivity
- Commercial Management

Outsourced Services

- Cloud Storage
- Network Management
- Telephony
- Service Desk
- PC/Laptop Support
- Technical Consultancy

SIAM Layer – Service Management and Integration

Our Cloud Journey

Partnership with Rackspace Technology started in 2019

Contract renewed in 2024

Migration completed in about 9 months and concluded about 6 weeks before Covid hit...

375 TB data transferred from legacy system

Cloud Optimisation – Ongoing work to maximise value

Our main business systems are SaaS



Performance: Service delivery, System reliability, Cyber position, Financial position



Data Observations: What is performance doing; what is the target?

Digital platform performing well overall in terms of reliability.

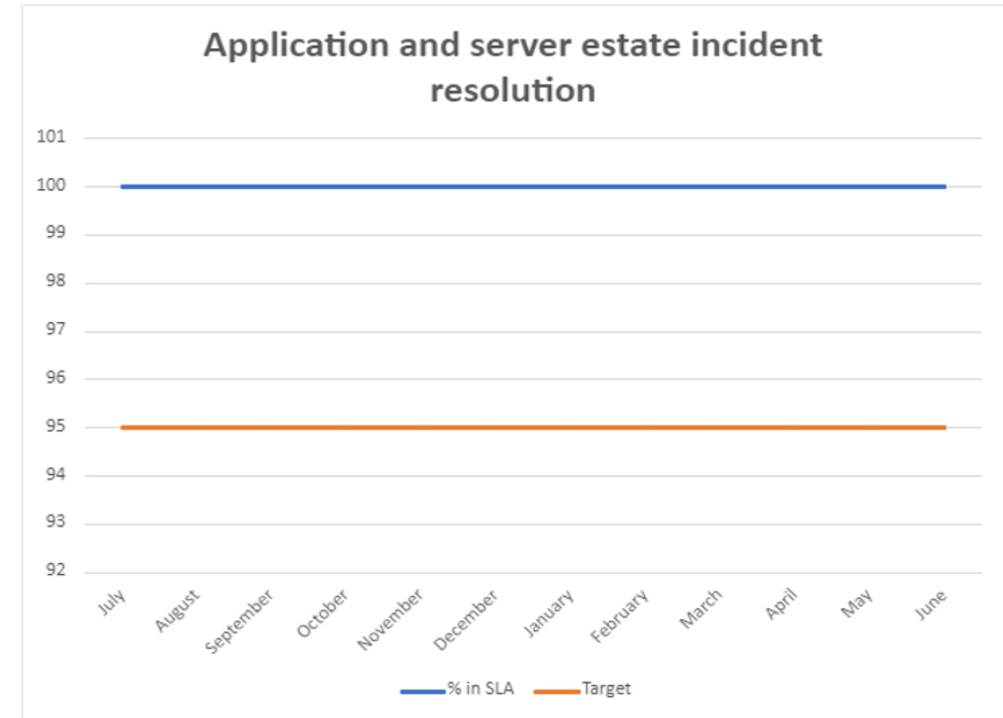
Monthly measure has included planned downtime

Cause Analysis: Why might we be seeing this?

Our infrastructure systems are highly stable

Our Response and future plan:

Continue to monitor performance.



Digital Platform availability 100%

Target 99.95%

SystmOne Availability 100%

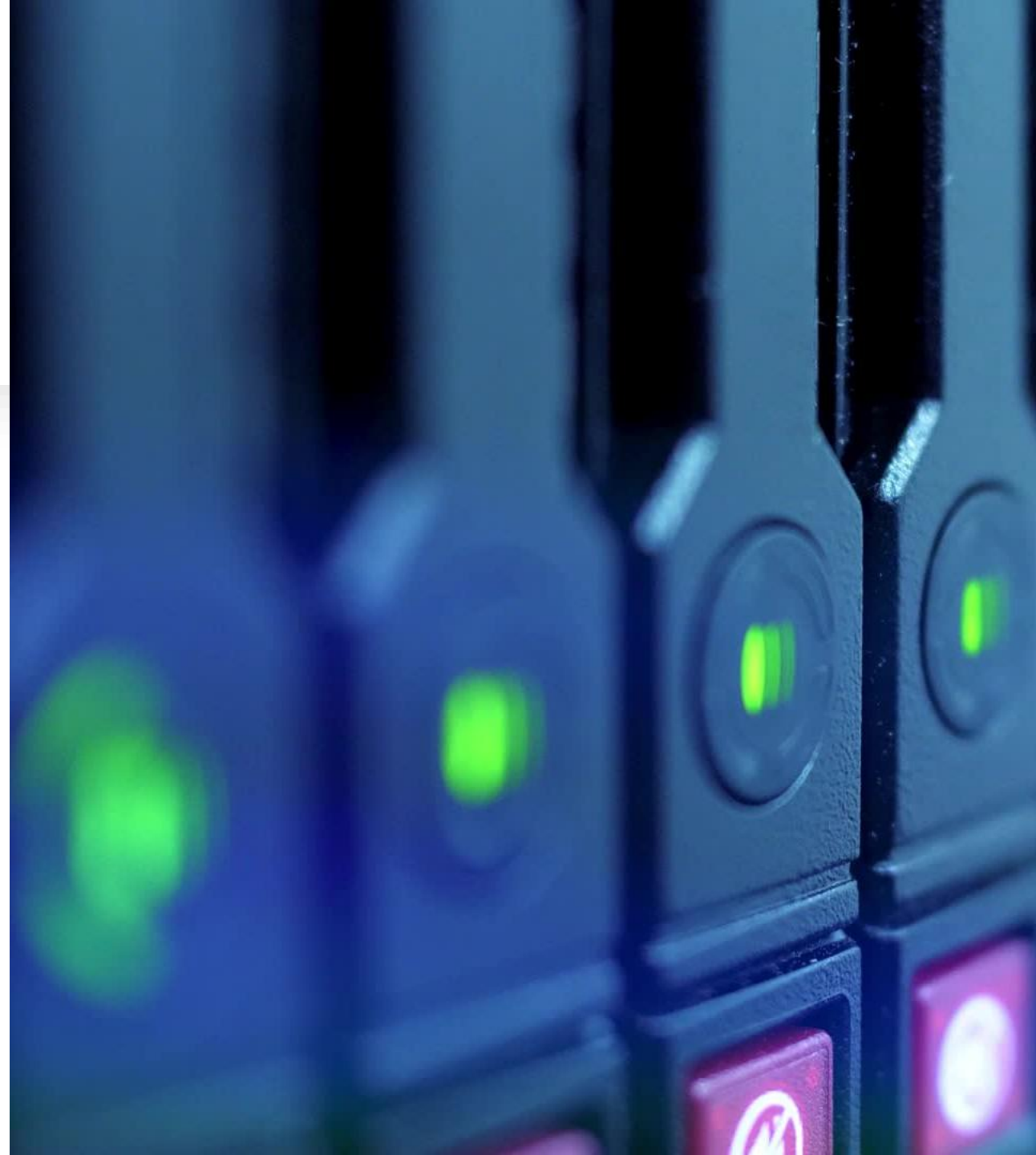
Target 99.5%

Key Applications (35) Availability 100%

Target 99.5%

A short list of things I no longer worry about...

- Data Centre maintenance
- Air Conditioners/Cooling
- Uninterruptable Power Supplies
- Disk Capacity
- Backups
- Spinning up new servers
- Single points of failure
- Retaining technical talent



Cool stuff we're doing instead

Co-Pilot & Ambient Voice Technology

- Reducing bureaucracy and freeing up clinician time
- Auto-triage of waiting list patients

Electronic Patient Record System Optimisation

- Patient Portal, improving clinical pathways, information sharing etc

Unified Communications Strategy

- Making it easier for service users to contact us
- Simplifying internal comms and workflows

Partnership working

- Looking to scale up our operation to unlock efficiencies
- Going out to market for a joint BI solution with two other Trusts

Summary

A hybrid model works for CNWL

Allows us to focus on the top end of the value chain and focus on the business, rather than technology

Provides opportunities for scaling up with other NHS providers to reduce cost

We have great technical partners such as Wavenet and Rackspace Technology

Continued commitment to providing high quality, cost-effective services