

# AWARD® supports Southern Health NHS FT in engaging key stakeholders and staff for their Electronic Patient Record System evaluation

**Southern Health NHS FT used AWARD to evaluate the tenders for the new Electronic Patient Record System – a business critical purchase, integral to the care of patients and to be used by 6,500 staff.**



## Customer Profile

Southern Health NHS Foundation Trust is a large mental health and community services provider, covering a vast geographical area over five counties within the south of England. The Trust employs over 9,000 staff and delivers a wide range of services, including:

- Mental Health
- Learning Disabilities
- Social Care
- Community
- Adult Community Services
- Outpatients
- Children and Families

## The Project

Southern Healthcare NHS FT identified a need to replace the Trust's Electronic Patient Record (EPR) system to support patient and service user care across the Trust.

The requirement was to procure and implement a new patient record system to replace the existing one supplied via the National Programme for IT. The existing arrangement has a fixed end date of October 2015 and therefore it was vital for the procurement to be completed to allow enough time for the implementation.

In order to procure the system a competition was run against the London

Procurement Partnership framework.

The specification for the system was complex, with over 400 criteria.

Following the initial downselection of suppliers who had the capability to provide the required system, the Southern Healthcare NHS FT were still faced with a complex evaluation exercise. Needing to ensure that the system procured would meet the needs of users across the Trust, the project team included as many staff and stakeholders as possible during the evaluation process.

**"We would not have been able to involve our clinical staff so successfully in this process without the use of the AWARD® tool."**

**Mark Roberts, Chief Clinical Information Officer**

## The challenge

To reach the best possible conclusion, it was important to engage as many staff as possible in the decision making process. To accomplish this, the Trust managed to secure the help of 65 different evaluators from the Trust. There were 400 criteria to evaluate, with relevant criteria being delegated to the evaluators according to their particular areas of expertise.

Areas represented by the evaluators were Learning Disabilities, Mental Health, Children's Services, Social Care and Community Services. The ability to assign questions to particular staff was essential to ensure that subject matter experts evaluated the right criteria and could focus their limited time effectively.



This evaluation broke records for the Trust in terms of the number of evaluators used and the number of criteria. It was vital to keep to tight timescales, with the whole process occurring in three weeks.

It was also necessary that the procurement process supported a compliant and robust auditable evaluation.

**“It was useful to be able to find out who had started / finished the evaluation so that additional help and support could be targeted to individuals.”**

**Hilary Painting, EPR Programme Manager**

### Use of AWARD®

Using AWARD® allowed us to manage the team of 65 evaluators from their different bases in the Trust. AWARD® also efficiently facilitated the assignment of questions to particular staff.

By allowing us to manage the evaluators, criteria and assignments, use of AWARD® enabled us to complete this project within our limited timescales.

Southern Health has used AWARD® for two other significant projects; the procurements of fully managed waste and non-patient courier services. These were collaborative projects lead by the Trust for which AWARD® facilitated an efficient evaluation process across the multiple Trusts.

**“Our previous familiarity with AWARD® and our trust in its ability to underpin the management of a transparent procurement evaluation gave us the confidence to implement the solution on such a significant project where getting the best conclusion was vital.”** Fiona Maton, Head of Procurement

### Summary

In April 2014 Southern Health awarded a contract to Servelec to provide their RIO EPR system. The system goes live across the Trust in Spring.

**“We use AWARD® for all our complex projects. AWARD® eases the rather onerous job of evaluation which means we achieve a wider review panel and this, coupled with the structure of the tool, supports a robust compliant process.”**

**Fiona Maton, Head of Procurement**

### The AWARD® solution

AWARD® is a software solution widely deployed across the UK Public Sector. With the flexibility to be configured to support specific project requirements, AWARD® helps to ensure that procurements are conducted efficiently and completed on time in a structured and fully auditable manner. Our procurement software solutions seamlessly work in tandem with pre-existing strategies and software.

### AWARD® Benefits:

- AWARD® delivers a transparent audit trail that underpins the bidder debriefing process and manages any challenges to the outcome of the procurement.
- AWARD® is highly flexible, enabling full integration of the tender requirements and policies.
- AWARD® is delivered via a security-accredited hosted service. Users can access AWARD from any workstation with an internet connection and web browser.
- Powerful reporting capabilities allow a range of selected reports to be generated quickly and tailored to your project.
- Enhanced controls allow better management of tender stages leading to efficiencies and on time project delivery.
- AWARD® provides a structured and compliant approach to the execution of a procurement.
- AWARD® enables project users to be managed centrally, optimising the time spent on evaluating suppliers.

