



## CASE STUDY

## LAMBETH PCT



Maven Solutions was set and met an extraordinary two week deadline to implement SAP BusinessObjects Edge and provide training for 15 key analysts.



**Karen Barker,**  
RIO Project Manager,  
Lambeth Primary Care Trust

### INDUSTRY

National Health Service

### BUSINESS PAIN

To improve statutory and operational reporting from the new RIO Community Services solution implemented as part of the National Programme for IT.

### SAP BUSINESSOBJECTS

#### PRODUCTS AND SERVICES

SAP BusinessObjects Edge, Crystal Reports, Universe Design and Report Design Training.

### BUSINESS BENEFITS

Lambeth PCT is using Crystal Reports to streamline regulatory and operational reporting and SAP BusinessObjects Edge to rapidly meet ad hoc requests from the Department of Health and NHS London.

# THE CHALLENGE



Replacing nine distinct systems with a single solution will transform information accuracy and provide a far clearer picture of patient numbers, waiting times and trends in service demand.



**Karen Barker,**  
RiO Project Manager,  
Lambeth Primary Care Trust



## ABOUT LAMBETH PRIMARY CARE TRUST

Based in south London, Lambeth Primary Care Trust (PCT) delivers healthcare services to 345,000 people registered with local doctors in the borough. The Trust employs around 1,000 people and spends over £500 million on services each year. These services are provided by community teams delivering a range of nursing and therapy services; primary care contractors, including dentists, optometrists and pharmacists; and hospital and mental health services from the two main local hospitals: Guy's and St Thomas' and King's, as well as the South London Maudsley NHS Foundation Trust.

## THE MAVEN CHALLENGE

In 2007 the NHS began to change the way it stores and shares patient health records in England with the introduction of new systems to allow healthcare professionals to access and share patient health information. Under the auspices of the National Programme for IT (NPFIT), London Trusts have adopted the RiO clinical information system to provide a unified patient record for Community & Mental Health Services, which range from child health to dentistry and podiatry.

"RiO provides Lambeth PCT Community Services with a single patient view across all services for the first time," explains Karen Barker, RiO Project Manager, Lambeth PCT. "Replacing nine distinct systems with a single solution will transform information accuracy and provide a far clearer picture of patient numbers, waiting times and trends in service demand."

However, the core reporting solution within RiO is limited. "To support both statutory and operational reporting requirements, the Trust needed to create a robust data warehouse," she explains.

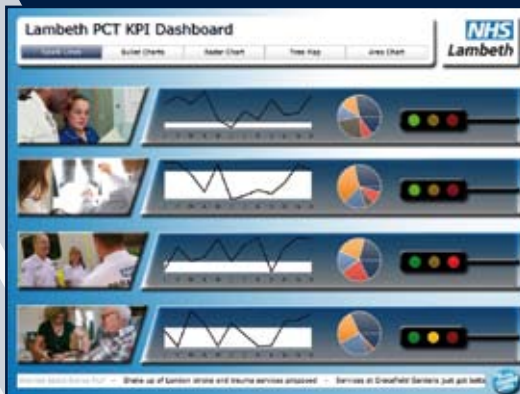
# THE APPROACH



To support both statutory and operational reporting requirements, the Trust needed to create a robust data warehouse.



**Karen Barker,**  
RiO Project Manager,  
Lambeth Primary Care Trust



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Sample Dashboards



“Strong recommendations and the expected adoption of SAP BusinessObjects technology for the NHS London management information system, convinced the Trust to implement SAP BusinessObjects Edge and Crystal Reports”

**Karen Barker,**  
RiO Project Manager,  
Lambeth Primary Care Trust

## RAPID IMPLEMENTATION

Having made a pledge to senior management that RiO reporting would be available by the beginning of 2008, Lambeth PCT suffered a serious setback and had to re-evaluate the marketplace.

“Strong recommendations and the expected adoption of SAP BusinessObjects technology for the NHS London management information system, convinced the Trust to implement SAP BusinessObjects Edge and Crystal Reports,” Karen Barker confirms.


SAP BusinessObjects partner Maven Solutions was set and met, an extraordinary two week deadline to get BusinessObjects Edge reporting from a SQL Server based data warehouse up and running. Seven days training was also provided for 15 key analysts and knowledge workers to support the deployment.

SEE REVERSE FOR **THE RESULTS** >>



## THE RESULT

The creation of excellent community services reporting is not just about improving the timelines and accuracy of reporting and performance monitoring but also helping Lambeth PCT to deliver better healthcare.



**Karen Barker,**  
RiO Project Manager,  
Lambeth Primary Care Trust

## LAMBETH PCT

### IMPROVING PATIENT SERVICES

Daily use of RiO by all community health services, around 900 users, is building up an in depth data warehouse holding a range of information from clinical to immunisation data, elderly patient information, assessment forms and the number of missed appointments.

This consolidated data source is providing an unprecedented opportunity to streamline statutory reports, meet escalating demands for ad hoc reports and deliver new insight to Community Service managers about the quality, efficiency and relevance of service delivery.

“With a single source of consolidated community information Lambeth PCT now has far greater insight into the numbers of patients receiving more than one therapy, the referral path and attendance record,” says Karen Barker. Analysing this information will enable the Trust to develop clearer referral paths to maximise patient benefit and ensure

patients are receiving all the services required to manage their health - such as podiatry and dietetics for diabetics.

Furthermore, by analysing trends in the health of the population of Lambeth, including the inward and outward migration, the Trust can ensure service requirements are continuously assessed to meet emerging needs.

### BENEFITS INCLUDE

- **Statutory reporting**  
Lambeth PCT has to provide weekly, monthly, quarterly and annual reports to both the Department of Health and NHS London covering a range of key targets, including the number of children vaccinated each month, trends in immunization and number of referrals to each clinic. Using Crystal Reports, the Trust can now replace time-consuming, manual data manipulation and consolidation from multiple systems into automated, scheduled report production. Using SAP

BusinessObjects, the analyst team can also now respond rapidly to regular requests for ad hoc reports, such as current performance against a specific NHS target.

- **Operational Reporting**

Lambeth PCT can now automate its Key Performance Indicator reporting, including waiting times and number of patients seen at each clinic.

- **Service Management**

For the first time service managers for each Community Service have in depth reports providing information on patient numbers, missed appointments and trends in referral. This will support strategic planning for the number of clinics required as well as providing an opportunity to target those patients persistently missing appointments.

Lambeth   
Community Services

### About Maven Solutions

Maven Solutions is a multi-award winning Platinum Partner of SAP BusinessObjects, based in South Manchester. Maven has helped its customers realise real value and return on investment through streamlining their management information process and providing insight into their corporate data.

It is our mission to help our customers make informed business decisions quickly, efficiently and effectively utilising the power of world-class Business Intelligence software.

Our services encompass the entire project lifecycle, from scoping/needs analysis through to implementation/rollout, training and support.

### Services

- Management Information Scoping/Needs Analysis
- Data Warehouse Design/Build
- Dashboarding & KPI Management
- SAP BusinessObjects Skills in:
  - Universe Design & Report Design
  - Data Integration/Quality
  - Technical & End User Education
  - Migration/Upgrades
  - Corporate Support
- Six Sigma Consultancy