

10 weeks, 155 GP practice sites, a huge IT project completed by Egton

When Newcastle, North Tyneside and Northumberland PCTs needed to overhaul IT hardware across 155 GP practice sites, they turned to Egton.

Using Egton's expert engineering resource, more than 1,400 PCs and 1,100 printers were implemented within a strict 10 week timescale. Furthermore, once the details of the equipment update had been agreed, work on this large scale project started within 10 days.

To oversee the equipment upgrade, Egton assigned the PCTs a dedicated project manager, who oversaw the entire task from the early planning stages; including consultation and liaison with third party suppliers, through to installation and customer aftercare.

At early meetings with the PCTs, it was agreed that 45 PCs were to be installed every day, so Egton put together a schedule for a team of 15 engineers to ensure that the on-site installations ran smoothly.

Egton has vast experience of working within primary healthcare and was able to draw upon this, taking into consideration common factors facing general practices, such as opening hours and staff scheduling. This experience helped to ensure that all work undertaken complemented staff working hours, minimising IT downtime and any interruption to core practice activities.

Another pre-requisite of the project was that each PC was to be installed to the exact same standard and specification. Egton worked with the PCTs to create a list of programs that were to be installed on each PC. These programs were then captured via imaging software, which was then installed on to every PC.

In addition to this, where possible, Egton also installed and reconfigured any additional third party software, such as accounts packages and document management software, which had been installed on the original PCs. All of this work was completed on time and to the required standard, ensuring that all users were able to perform their required tasks from the moment they signed onto their new PCs.

As is the case across the entire country, practices within Newcastle, North Tyneside and Northumberland PCTs have different clinical systems, including EMIS PCS and LV, iSOFT Synergy and Premier, Torex, IPS Vision, TPP SystemOne and Exeter. Egton has an in-depth knowledge of each of these clinical systems and was able to ensure that the installation of the new IT equipment did not have a detrimental impact on the delivery of patient care.

Newcastle PCT comment

Mario Bernardi, Primary Care and Customer Liaison Manager for NHS North of Tyne, was thrilled with how Egton managed the project: "Given the access restrictions in GP surgeries during surgery hours and the timescales involved, I was truly delighted at how Egton was able to achieve the end goal of this immense rollout. The quality of the work was of a very high standard and any issues that arose during the rollout were managed and resolved quickly and professionally. The engineering staff provided were a credit to Egton."

"Egton's engineers were helpful and understanding. They worked around the practice, to a schedule we devised and caused us minimal disruption"

Jayne Reed,
Bellingham Surgery
iSOFT user

Minimal disruption to staff

It's not just our prices that make Egton stand out from the crowd. The practices were delighted with the engineers and the service they provided.

Vivien Cairns, an **IPS Vision** user from Nelson Medical Group comments: "I just want to thank you for sending an excellent team of engineers to install our new computers. They have been marvellous, so helpful and informative. They have worked with all members of the practice ensuring an easy change over of equipment. It is not easy in a Doctors' surgery with all the different clinics, but they made the task easy and painless. They have been hard-working, efficient, knowledgeable, friendly and accommodating."

Elaine Walker, an **EMIS LV** user from Lintonville Medical Group says: "The engineers have been on-site for the last two days and have been excellent. Not only have they worked with us to minimise disruption to staff and services, but they were also exceptionally pleasant, polite and a credit to their organisation."

"Egton's engineers were very helpful, got on with the job and were really pleasant to work with. They worked around us and were as accommodating as they could be."

Judith Owens
Emis LV user

Added value from Egton

Responsive, reliable telephone support

Egton endeavours to ensure that all issues are resolved before leaving the customer's premises. To help improve this process, a team of four support consultants were assigned to the PCTs to record any teething problems and pass any issues over to Egton's on-site engineer team. Within this on-site team, practices were allocated two senior, on-call engineers who were responsible for resolving any reported problems, either on the same day or by the day after.

Prior to the implementation of any project, Egton carries out a full risk assessment of potential issues. This risk assessment is then constantly updated throughout the project lifecycle. This helps to reduce practice disruption and the need to carry out return visits, helping customers to realise the benefits of their hardware upgrades from the first day of installation.

Comprehensive asset register

As Egton's engineers visited each practice, they created a historical and new asset register, consolidating both the old PC equipment and the newly installed hardware. Once completed, this comprehensive register was passed over to the PCTs and has enabled them to easily track the movement of kit and update PCT records.

Packaging and equipment disposal

After installation, Egton's engineers packed away all the old PCs and printers with minimal disruption, and stored them safely – ready for collection and disposal by the PCT.

Further information

For further information on how Egton can provide complete project management for any IT upgrade, call **0845 124 5245**.

Alternatively, visit www.egton.net

More practice comments

“Great bunch of lads, did a fantastic job - hardly any disruption.”

Donna Aydon, Practice Manager, Parkway Medical Group - Emis LV

“The engineers were helpful and understanding, they worked around the practice causing minimal disruption. The team worked to a schedule devised by the practice.”

Jayne Reed, Practice Manager, Bellingham Surgery - iSOFT

“The installation at our branch site was carried out in a smooth and organised manner. My staff team wish me to pass on their appreciation of a job well done.”

Michael Foster, Holmside Medical Group - Emis LV

“Thank you to Egton’s engineers.

“I write to put on record my thanks to Martin Simnet and his team for the fantastic job they have done here at the Village Green Surgery. With 24 PCs and 7 printers to swap in two days, things went incredibly well.

“We have had numerous issues (as one would have expected), and I am sure a few more will pop up over the coming days, but the guys were very helpful and flexible, and worked hard to restore normality as rapidly as possible whenever anyone asked for their help. ”

Philip Horsfield, Strategic Manager, Village Green Surgery - Emis PCS