

South West London Health and Care Partnership

Delivering Interoperability across South West London

The Challenge

South West London was the least developed part of London on interoperability. A number of small projects had been started, but each had only been able to deliver limited pockets of data to a handful of NHS organisations. For many patients in the region, care was shared across CCG boundaries, but the systems in place did not provide the ability to share records between GPs and their hospitals or between one hospital and another. This was something that clinicians had wanted and needed for many years.

The SWL Health and Care Partnership completed a collaborative multidisciplinary business case to NHSE and were successful in obtaining funding to connect 5 hospitals, all the GP practices and 2 community services. The first phase also aimed to develop a platform that would allow sharing of care records with the remaining SWL health and social care partners and be the first to connect across London.

Nautilus was engaged following a competitive tendering process to drive delivery.

The Solution

Due to the scale and complexity of the programme, the first phase was careful to develop system-wide involvement and participation, a robust and thorough approach to information governance and engagement with all stakeholders. Nautilus and the SWL digital team, working together as a programme team reconfirmed the scope, phasing, and an ambitious but realistic deployment schedule for aspects of the programme plan. This careful collaborative planning ensured delivery would be successful at each stage.

The Nautilus team managed all aspects of delivery including:

- Project management of all workstreams from initial planning, regular monitoring, control and reporting, through to project closure and lessons learned assessment
- Commercial management, identifying, negotiating and establishing contract arrangements with many systems suppliers across SW London
- Technical design and delivery, working with suppliers and technical teams at each provider organisation
- Working in partnership with the IG SME and Working Group to ensure IG compliance and manage IG risks
- Creating communications materials for the clinical and public facing cohorts; and attended/hosted clinical and public facing engagement forums
- Liaising closely with local provider IG and Communications teams to ensure consistency of message and promote engagement with the solution.

In addition, Nautilus worked directly with the OneLondon LHCRE team to deliver the first live deployment of a federated solution via the OneLondon hub. This work included the design, planning, testing plan and strategy and assurance model for OneLondon hub connection.

The Outcome

Following a huge joint effort by SWL HCP, healthcare organisations in SW London and Nautilus, the three core project streams of Technical Delivery, Information Governance and Communications were ready for go-live in early 2019.

Over the following months, data sharing was rolled out across 181 GP practices, 4 acute trusts, 3 community providers, 2 social care providers and 1 mental health provider.

The solution now forms part of the day-to-day working practice of thousands of clinicians across SW London and there is a strong pull to further extend the scope of organisations and datasets included.

SW London moved from being the least digitally mature system to the leading interoperable system in less than 2 years and was the first to connect and share data across the OneLondon hub.

“The Nautilus team were consummate professionals throughout. Bringing experience, drive and technical expertise they were a vital partner in enabling us to successfully connect and share care information across over 190 health and care organisations in less than 2 years, an outstanding achievement.

Following the conclusion of a procurement process, Nautilus has been awarded the contract to deliver the second phase. We look forward to working with the Nautilus team again”

Victoria Otley-Groom - SWL Director of Digital

