

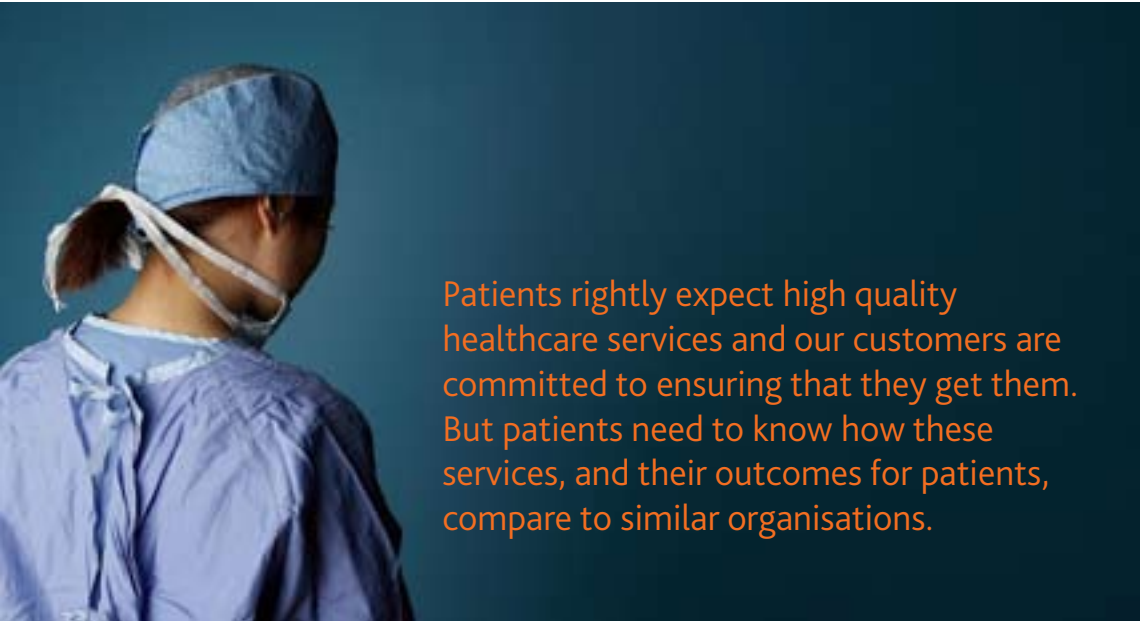


Northgate has been contributing to the delivery of health services through innovative solutions for over 20 years. Our programmes and solutions are helping to achieve better outcomes for patients while increasing efficiency and lowering the costs of service delivery.

Northgate Health

Making a difference for patients

"Let's make change work"



Patients rightly expect high quality healthcare services and our customers are committed to ensuring that they get them. But patients need to know how these services, and their outcomes for patients, compare to similar organisations.

This is where Northgate comes in. We deliver trusted services and technology solutions to measure and monitor the quality of patient care. We manage large volumes of complex data and to unlock the valuable information it contains to benefit both patients and providers.

Nationally, we work on behalf of the Department of Health, the Healthcare Quality Improvement Partnership, the Information Centre for Health and Social Care and other agencies managing national programmes. Locally, we work with many hospitals and trusts.

- We have helped screen the hearing of 2 million babies
- Average time to detect hearing loss reduced from 2 years to 3 months
- Our NJR service has registered 700,000 hip and knee joints
- The Hospital Episodes Statistics (HES) service contains over 700 million healthcare events
- Our systems manage 40% of social care records in the UK



Screening Programmes

Used effectively screening saves lives and reduce costs. Northgate manage the Newborn Hearing Screening Programme. In England, the programme has tested the hearing of over two million babies. Since its commencement, the average time taken to identify a child with a hearing impairment has been reduced from on average three years to just three months.

In partnership with the Programme, we have developed an innovative online information and performance management system that holds data from every NHS maternity trust. It means clinicians can act sooner and provide better follow-up services to newborn children identified with hearing difficulties. The national system takes results directly from the testing equipment to improve data quality and reduces the burden of administration.

Northgate has also been selected to provide the information solution for the Newborn and Infant Physical Examination screening programme. By capturing the results from the physical examination we will help improve the outcome for babies diagnosed with physical problems. The system will make it easier for health professionals to record information by maintaining a single source for all data entry.

We are currently rolling out a pilot failsafe system for the NHS Newborn Bloodspot Screening Programme to help identify babies with rare but serious conditions. Through ensuring samples are received by the laboratories in



a timely manner, the system will ensure early identification and treatment to dramatically improve the long term wellbeing of children and prevent severe disability or even death.

In addition to our work with newborns and infants, Northgate manage the information solution for the NHS Abdominal Aortic Aneurysm (AAA) Screening Programme, which is being introduced across England from Spring 2009. The AAA Screening Programme will reduce deaths from AAA by detecting the condition early and enabling surveillance and treatment to be offered.

Health Registries and Audit

Using data captured from clinical teams or from patients themselves, Northgate is helping the health service understand patient outcomes following treatment.

We are responsible for administering the recently introduced Patient-Reported Outcome Measures (PROMs) programme. For the first time this will make it possible to assess how successful a procedure was in improving the patient's health from the patient's perspective, and will allow patients and their GPs to make informed choices over treatment. The information the programme provides will also support clinicians and managers in benchmarking their own performance and allow commissioners to judge the quality of care offered by their providers, including assessing intervention thresholds and pathways.

Our registry services let health professionals access the information held in registries more easily. For example, our work with the National Joint Registry has created a health registry that collects, processes and transfers thousands of records from hundreds of disparate sources. It is the largest register of its kind in the world. Since it started collecting data about hip and knee joint replacement surgery the Registry has compiled information on over 700,000 procedures.

Northgate began running the National Joint Registry in 2006, and we now deliver all aspects of the service, which is unrivalled in its scope. By standardising this information for users at all levels, we are making it easier for them to monitor the performance of surgeons and the joints they fit, and help drive up clinical standards.

Information Services

Our information solutions support key policy areas such as World Class Commissioning, Service Line Reporting and Patient Choice. As the combined effect of policy moves the emphasis from spending on services to investing in outcomes - positioning PCTs as trusted NHS community leaders - Northgate is working with PCTs to provide the information that underpins this change.

Our World Class Commissioning Desktop integrates key information modules within a centralised, commissioning portal. For example, our Demand Manager module offers simple-to-use

information based on routinely collected data. This brings two important benefits: Healthcare providers can understand referral patterns and trends more easily, and healthcare commissioners can satisfy demand and control costs more effectively. Our Service Line Reporting capability provides managers and clinicians with detailed financial analysis through management dashboards so they can clearly see where and why patients fall outside standard tariffs, while Population Analysis and Service Mapping uses maps to visual and overlay multiple sets of data for analysis and reporting.

We also work with the Information Centre for Health and Social Care and Connecting for Health to develop and deliver NHS Comparators. This is a national, web-based service providing comparator data to commissioning and provider organisations. The solution supplements information available from local systems to enable managers to investigate local activity and share best practice.

Many of our information solutions are based on the Hospital Episodes Statistics (HES) data. Northgate has been managing the HES system for many years so we understand the data, and what it can show, better than anyone else.

Social Care

In line with the Our Health, Our Care, Our Say white paper, leading authorities have already begun to remodel their social care organisations with a clear focus on prevention, early intervention

and a shift from reactive work. Our systems and service help them achieve this.

Based on the market leading SWIFT social care database, our solutions are helping clients increase the strong commissioning culture and move towards individual budgets and self-determined care. Our mobile solutions let practitioners spend more time with people and less time behind a desk. We are also helping authorities deliver more for their money. Our financial and performance information solutions allow clients to manage budgets better, while our document management services remove the burden of paperwork from staff and give more consistent access to documents and files.

Managed Services

Our managed services are designed to improve operational performance, increase security and reduce costs through service management and ICT transformation. We understand the importance of data to our customers and the need to ensure it is controlled and used appropriately. Our services are NHS accredited to standards and processes including ISO2000, IGSO, N3 and Caldicott Guardian.

In the health sector we manage secure IT systems for both national agencies and local hospitals and trusts. In the wider public sector we manage hundreds of systems and services for both local authorities and the police service.

High quality care is at the heart of the health service. Our business model is focused on helping deliver this, with core services including screening, registries and audit, and information services. By keeping the needs of our customers as our focus, we ensure that our robust and reliable services are making a real difference to clinicians, managers and, most importantly, patients.



Let's talk

With Northgate you get cost-effective innovation from public service experts. We help you increase efficiency and provide excellent service. Let's meet and discuss it.

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About Northgate Public Services

Teamwork, transformation, results. These three words summarise what you get from Northgate. Most of all, results.

Northgate is a public sector and utilities specialist that operates within strategic client partnerships to make change work for you. We help you transform your business processes, streamline the customer experience and reduce overhead.

Northgate clients achieve lower costs, less paperwork, better performance and more joined-up working. Northgate partners over 95% of UK local authorities and every UK police force.

Our technology manages over 40% of the country's social care records, processes over £12 billion of revenues and benefits, drives the electoral administration systems for 18 million people, manages over three million local authority and housing association properties worldwide, supports the national system for reporting police performance and enables real-time monitoring of Britain's roads.

www.northgate-is.com/publicservices

"Let's make change work"

**buying
solutions**