



BT has been playing a key role in the NPfIT since 2003 with a number of major contracts:-

- The Spine, the database and messaging system, which underpins many key NPfIT services including electronic prescriptions and online hospital booking;
- N3 – the broadband national network – connects all English and Scottish NHS organisations;
- in London BT is Local Service Provider, delivering new IT systems and services to the NHS across all care settings; and
- recently, BT has extended its role to the South of England. This includes taking over the running of the IT systems at eight acute trusts previously installed and managed by Fujitsu Services Ltd and installing new IT systems at Mental and Community Health trusts.

Significant benefits and cost-savings are being delivered across the Programme. For example:-

- every patient in the country is listed on the **Personal Demographics Service** on the Spine, which enables clinicians to correctly identify a patient and find their address. This is a basic but very important first step in managing a patient's care;
- there have now been nearly half a million **medical records transferred** between GP practices. This used to take days and can now be done in seconds without a risk of files going missing, so that there can be continuity of medical treatment;
- high levels of **security** help keep patient records safe and confidential. Transactions using the Spine database leave an **audit trail** and are only permitted with smartcard authentication. Electronic records are far more secure than paper records: it is impossible to tell who has seen paper records and they are often lost resulting in inefficiencies such as missed operations and details having to be repeated by patients;
- 240,040 **Summary Care Records** have now been uploaded to the Spine, giving healthcare staff faster easier access to potentially life-saving patient information such as medication, allergies and reactions to medicines.

The NPfIT underpins the **choice agenda**. More than 13 million online hospital appointments have been made with Choose and Book. Over 90% of all GP practices have used Choose and Book to refer their patients to hospital recently.

The **Secondary Uses Service** on the Spine plays a key role in providing services like Payment by Results, helping money flow efficiently through the NHS and providing information to support the government's 18 week Referral to Treatment target. It will also help the UK lead the way in research and development through the data it holds.

With **digital x-rays and scans** (PACS) which are now standard all over England, some trusts have reported that the time taken for radiologists and radiographers to issue reports has been halved from more than six days to less than three days.

Strategic IT systems are working in 70% of mental and community health trusts in London. Clinicians are using the RiO system to manage records and ensure continuity and access to a wide range of relevant patient information, particularly useful in cases where teams of different kinds of professionals are involved in a patient's care.

IT systems are installed at **four acute trusts** in London. These major change programmes have brought some challenges. However trusts are already beginning to report improved efficiency.

BT is helping the NHS deliver great **financial and efficiency savings**. For example N3 has brought savings of £192 million and will continue to save almost £95 million each year as old networks are replaced. In London, it is estimated that the increased efficiency PACS provides will generate savings of £250,000 for a trust in the first year.