

# Milton Keynes Walk in Centre

Award Winning Project Team

**Client:** Milton Keynes PCT

**Project:** Milton Keynes Walk in Centre (WiC)

**Status:** Complete

## Background

The Milton Keynes Walk in Centre (WiC) was opened in July 2006, purpose built by Norwest Holst, with an aim to give people the right service for their healthcare needs. Ultimately the WiC should relieve pressure on hospital A&E departments and also potentially reduce re-admissions to hospital. The opening of new WiCs is a key element of Government healthcare plans.

## Key Benefits

- In an environment where no IT system was expected to fully support the required functionality Supporta were able to find a solution delivering on a very high percentage of requirements.
- Milton Keynes PCT was able to relieve significant pressure on local General Practice and Milton Keynes General Hospital particularly in relation to meeting 4 hour A&E targets.
- Assisted in working towards the Government's Healthcare plans.

## Our Solution

Supporta Systems IM&T Consulting provided services that have enabled Milton Keynes Walk-in-Centre (WiC) to open its doors to the public. We analysed their requirements and procured an IT system that assisted their operational procedures.

**The overall WiC Project Team became award winners in the 2006 "Building Better Healthcare" awards for making an outstanding contribution to the healthcare environment.**

Supporta's IM&T Consulting involvement commenced with the development of an Options Appraisal / Business Case enabling Milton Keynes PCT, the commissioners of the WiC, to decide on the best approach for providing the IT. A number of options

were considered including the impending Cerner Millennium CRS, local General Practice systems, local A&E systems, use of the local GP Out-of-Hours service, manual procedures and a stand-alone WiC system. The costs, benefits and risk assessments were provided for each of the options.

On review it was agreed that a stand-alone WiC system should be provided and, with limited time available before the opening of the WiC, Supporta were asked to administer the procurement of the system. This commenced with the development of the Output Based Specification, which in itself was slightly unusual because there were no staff allocated to the new WiC and Supporta therefore had no one to consult regarding requirements. Supporta overcame this by visiting established WiCs in the country to build a set of generic requirement during which time an outsource organisation was appointed to run the WiC allowing quick finalisation of the requirements.

WiC's are interestingly nursing led and consequently to avoid any fear of litigation regarding clinical assessment a 'clinical decision support tool' needs to be used for face-to-face contacts and to provide clinical audit. As the procurement exercise progressed, Supporta reviewed and selected the best tool and provider for this and agreed that the WiC administration software was best provided by another. Supporta ensured the smooth operation between the two providers.

## Additional Support

Further IM&T consulting support included integration aspects with local GP systems, local A&E systems and the local GP Out-of-Hours service. We also drafted a clear "invitation to bid" to the supplier marketplace, created the evaluation criteria, assisted with the evaluation process, provided an evaluation report and organised the contracts through to their award.

## The Proof

The Milton Keynes WiC was opened on schedule with the best fit operational IT system implemented and working effectively from day one.

Janet Westcott, Head of IM&T, Milton Keynes PCT: ***"Very satisfactory and pleasing project"*** and ***"It was nice to see things happen with so few hitches"***.