

# NHS England Digital

How Mastek is helping the NHS' leadership to deliver, digitally

## What is NHS England Digital?

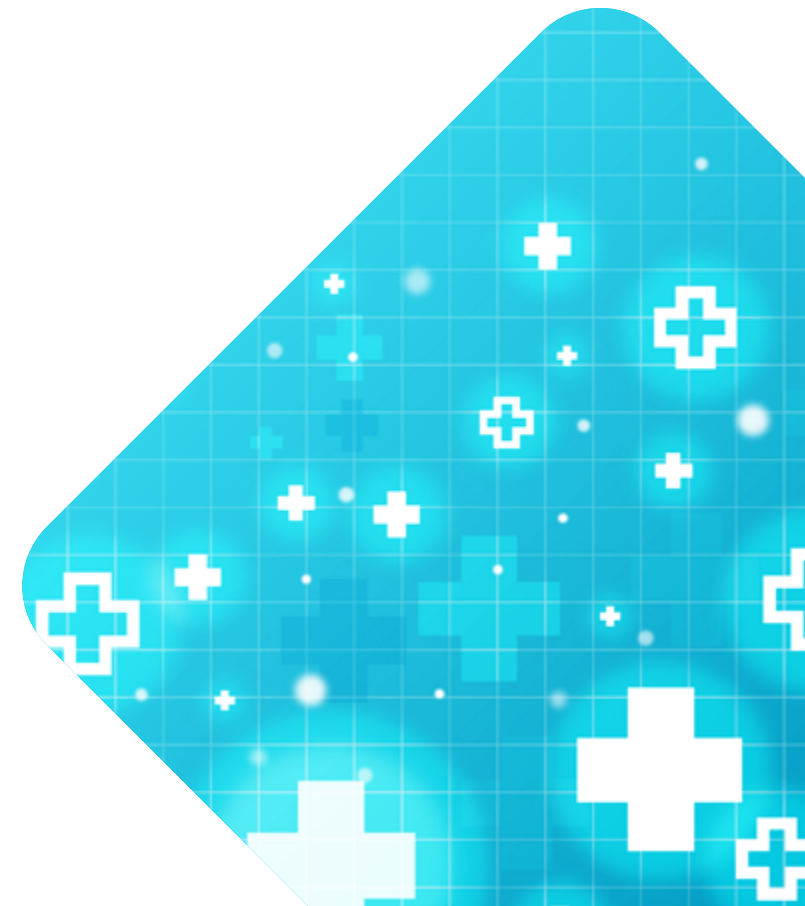
Since the early 1990s, the NHS has had a national body responsible for the delivery of policy and the effective management of the health and care system. The name of this organisation has changed with successive governments (from the NHS Executive to NHS Improvement and the NHS Commissioning Board) but its role is currently filled by NHS England.

As part of its mission, NHS England leads on the development of NHS IT. After absorbing NHSX and NHS Digital, it is responsible for digital data and technology policy and workforce development, core infrastructure, the roll-out of national programmes and patient-facing services such as the NHS App, and the use of health data to drive research and transform services.

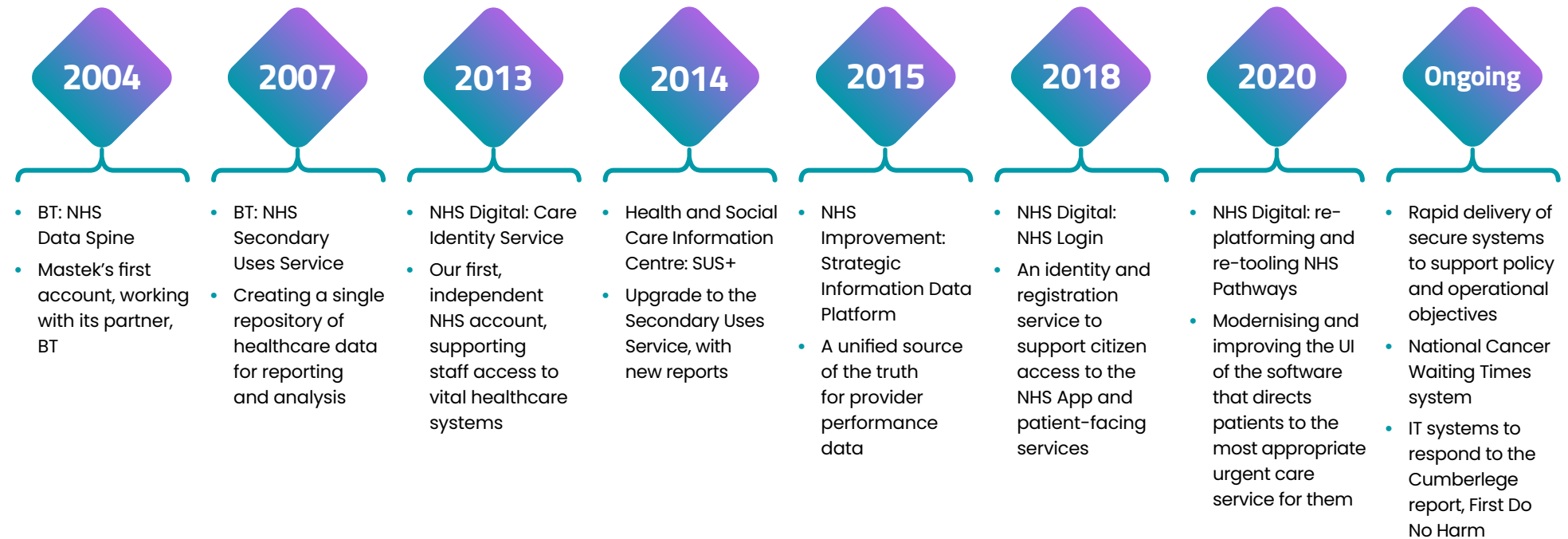
## What services does Mastek deliver to NHS England Digital?

Mastek has a 20-year history of working with NHS England Digital and its predecessor bodies. In 2004, we worked with our partner BT to deliver the first NHS Data Spine, integrating 23,000 IT systems across 20,000 organisations.

Since then, our software engineering and, more recently, our cloud services have been used to develop robust solutions to translate NHS policy and operational demands into digital services that improve efficiency, make better use of data, and deliver more personalised, accessible services to patients.



## NHS England Digital, timeline:



## 2007: NHS Spine and Secondary Uses Service

The Secondary Uses Service was a significant enhancement of the NHS Data Spine. It was set up to act as a single, comprehensive repository for healthcare data in England for oversight, planning and research. BT, the prime contractor for the spine and SUS, awarded Mastek a multi-year contract to design and develop the service.

We built what was one of the largest enterprise data warehouses in the world, with an operational data store, specialised data marts, and a business intelligence service, capable of handling 166 million transactions from more than 350 organisations annually and supporting 9,000 concurrent users.

## 2013: NHS Care Identity Service and Care Identity Management

NHS Digital commissioned the Care Identity Service to support clinician and carer access to health and care systems. This was Mastek's first, independent NHS account. Some years later, we were asked to replace the CIS, which was a Java based application, with a Care Identity Management service, that uses Python as its backend code.

The new CIM also delivered an upgrade to the user interface, using the latest NHS standards. In comparison to the outgoing CIS, the CIM enables the rapid creation of reusable, verified digital identities. This means staff can obtain identity verification and gain access to patient data much more quickly. The platform also supports improved self-management, saving further time and improving the experience for users.

## 2015: Strategic Information Data Platform

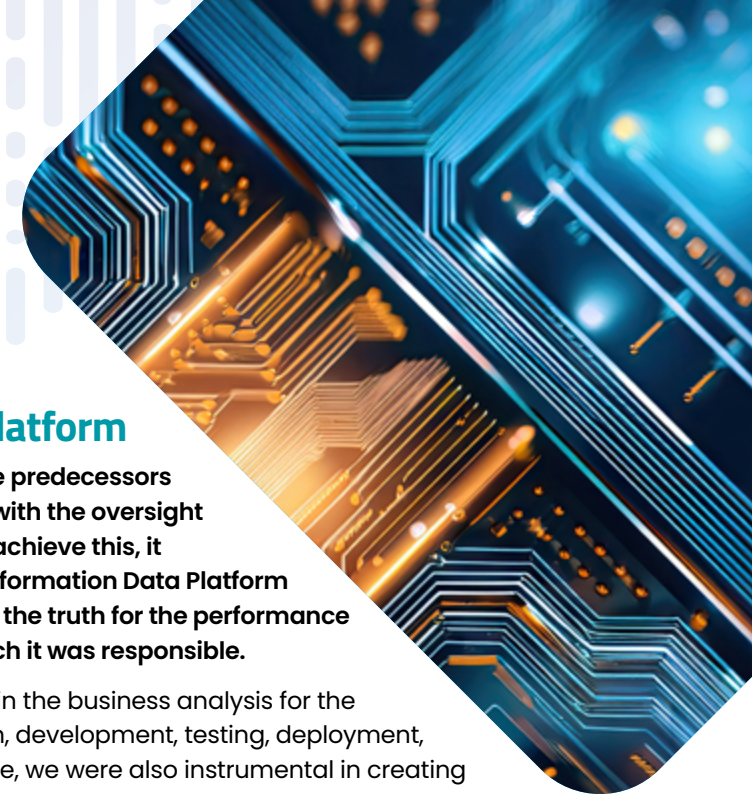
NHS Improvement, one of the predecessors of NHS England, was tasked with the oversight of NHS foundation trusts. To achieve this, it commissioned a Strategic Information Data Platform to acts as a unified source of the truth for the performance data of the providers for which it was responsible.

Mastek played a pivotal role in the business analysis for the platform, as well as its design, development, testing, deployment, and support. Following go-live, we were also instrumental in creating complex, scalable data and analytics products to underpin strategic, commissioning and improvement programmes such as Patient Level Information and Costing, Getting It Right First Time and the Model Hospital.

## 2018: NHS Login

NHS Login is a citizen-facing single identity solution that integrates with patient-facing services to enable individuals to identify themselves and register to use the NHS App, patient experience portals, and other apps that enable them to access their care information and transactional services online.

Mastek worked in a rainbow team with NHS Digital and other suppliers to deliver the core functionality for NHS Login, using established identity frameworks and protocols, integrated with market-leading technologies like iProov. NHS Login delivered a less fragmented and less siloed experience for patients, and lays the foundation for the rapid take-up of new information, record access, and self-monitoring services.





## 2020: Re-platforming and re-tooling NHS Pathways

NHS Pathways was developed to improve the efficiency and cost effectiveness of ambulance services, by providing a methodology for routing patients to other services. In 2011, it was rolled out across the NHS to replace NHS Direct. A decade later, NHS Digital identified a need to modernise the system and Mastek was engaged to re-platform and re-tool it.

Mastek engaged with NHS stakeholders to develop a strategic direction for NHS Pathways and laid the groundwork for modernisation, with a focus on using FHIR standards and SNOMED coding to improve system and semantic interoperability. Mastek also improved the tools available to author and access content. The project improved the efficiency and accuracy of patient triage and channel shift.

### **Rapid response to new requirements:**

Mastek has a close and trusted relationship with NHS England digital. As a result, it is often tasked with delivering IT solutions to meet pressing policy and operational demands.

### **National Cancer Waiting Times system:**

Following the publication of the NHS Constitution, which sets out specific waiting times for cancer services, Mastek was engaged to pick up work from another supplier to deliver a National Cancer Waiting Times system to actively monitor and clinically review cancer waiting time compliance.

### **Cumberlege / First Do No Harm programme:**

Following the publication of Baroness Julia Cumberlege's review of the safety of medicines and medical devices ('First Do No Harm') Mastek was commissioned to deliver three information systems for surgical devices and implants, medical devices, and medicines, to support monitoring and recall.





## What can Mastek do for your organisation?

**For 20+ years, NHS England Digital and its predecessors have trusted Mastek's software engineering capability with the rapid development of robust solutions that transform the way people interact with healthcare services, by enabling staff to do their jobs more conveniently and to use data to drive the efficiency, effectiveness and safety of healthcare.**

Increasingly, they have also used Mastek's expertise to move mission-critical solutions to the cloud, in line with the government and NHS policy to adopt a cloud first approach, and to take advantage of the safety, data and analysis tools associated with modern cloud services.

Mastek's cloud enhancement and managed services can help all NHS organisations to respond to the demands they face in a rapidly evolving policy landscape. We can deliver strategic advice and stakeholder engagement, managed cloud services that meet your business needs, integrate third party systems, and deliver data and analysis products to drive continuous improvement through actionable insight; leaving you and your teams to focus on using these services to deliver for your organisation, clinicians and patients.

