

Identify an Organisation and to analyze how this Organisation uses modern technology to improve efficiency

NHS App –Database

Module name : Digital Skills and Research Methods

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Background of the Organisation

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Who are NHS?

- NHS is an institution created after the war the 5th of July 1948.
- Created to provide free and universal access to healthcare.
- It defines British national and international identity.
- Shapes the experiences of birth, life, health and sickness and death for most of the public.
- UK's largest employers with around 1 in 35 of the current working population is an NHS employee.



ACTUAL CEO OF NHS :

-Amanda Pritchard (2021)



- She is the first woman in the Health Service's history to hold the post.
- She will be responsible for an annual budget while ensuring that everyone in the country receives high quality care.

Aims, Core values, Mission and Goal of NHS

Aims:

- ✓ Meet the needs of everyone
- ✓ Free at the point of delivery
- ✓ Based on clinical need, not ability to pay.

Mission:

- ✓ -Provide care and services that we and our families would want to use.

Core values:

- ✓ Respect and dignity
- ✓ Commitment to quality of care
- ✓ Compassion
- ✓ Improving lives
- ✓ Working together for patients
- ✓ Everyone counts

Goal :

- ✓ Improve care quality and save lives.

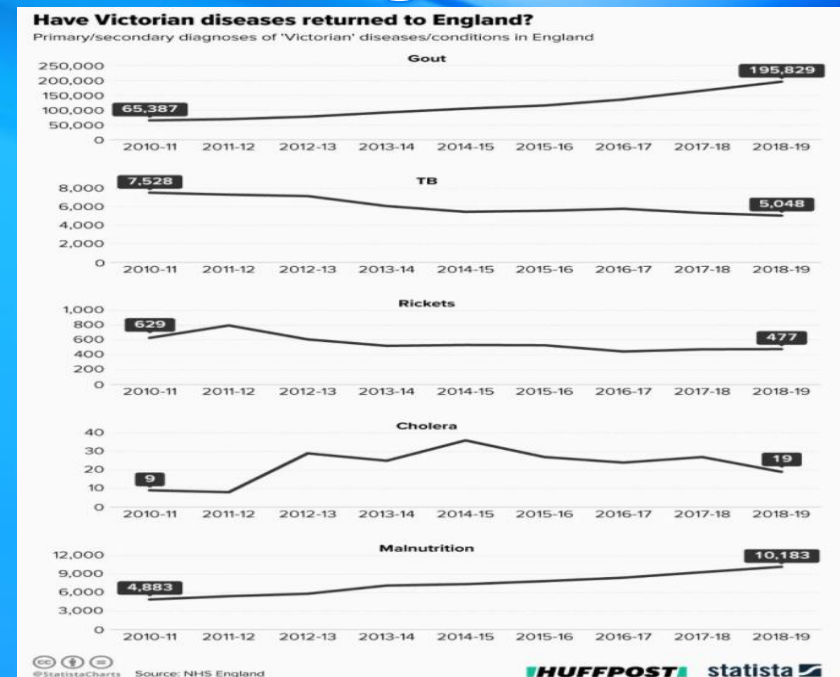
What is the NHS brand promise?

The NHS logo, consisting of the letters 'NHS' in a bold, blue, sans-serif font, is displayed within a white rectangular box.

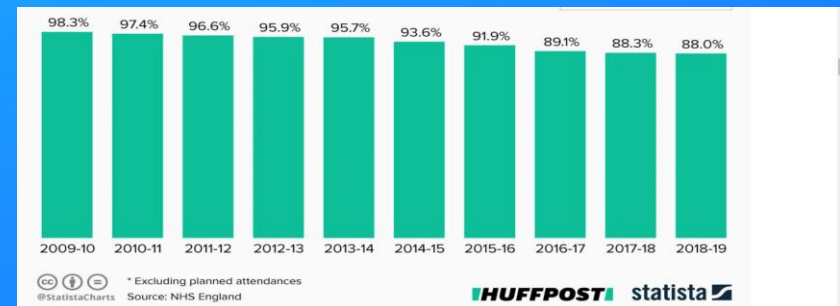
- Provide convenient, easy access to services.
- Make decisions in a clear and transparent way.
- Make the transition as smooth as possible when you are referred between services

NHS in the past 10 years:

- Focusing Increased but not as quickly as in the past.
- NHS failed also at the Cancer wait time targets.
- The number of urgent operations cancelled each year
- The rate of still births dropped as well
- Rising numbers of "Victoria disease". (Gout, TB, Rickets, Cholera, Malnutrition)
- A&E waiting times reached the worst level on record.



Huffpost.uk (n.d)



Huffpost. Uk (n.d)

The challenge before the Introduction of modern technology

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The challenge before the Introduction of modern technology are:

- Information dilemma
- Lack of economic accountability
- Lack of technological infrastructure
for quick booking

- The National Health Service is the major support for the publicly funded Healthcare organization of the UK. This health care service is well known for its significant market share, premium quality medical treatment, and fair value medicines for the patients. There are some challenges faced by the National Health Service of the UK before launching their NHS app. The major problem was the information dilemma .
- Before using Technology NHS failed to record patients' information and medical history which is very much important for future medical treatment. Another major problem was the lack of economic accountability.
- Before adopting Technology especially the NHS app the organization cannot collect real-time data, especially in the Economic Department which sometimes becomes the cause of over budget. Another issue faced by this organization before adopting the NHS app is the booking process in the hospital. Because of the lack of technological infrastructure, this organization failed to provide quick booking services to its customers.

- Failed to track employees' working progress
- Failed to sustain supply Chain
- Lack of operational management

- Before the technological development, this organization also failed to track Their employees which are needed for offering effective medical treatment.
- The organization also could not promote its services and facilities to attract customers
- The NHS also could not track the supply chain system before introducing the NHS app.

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Insights to the modern technology introduced

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Database

➤ Examples

- The *NHS App* uses a database to store data of people, phone numbers, addresses and medical details.
- An electricity service provider uses a database to manage billing, client-related issues, handle fault data, etc.

➤ Definition an NHS database

NHS database is a systematic collection and manipulation of data supported by electronic storage.

➤ Types of databases that the *NHS App* is using:

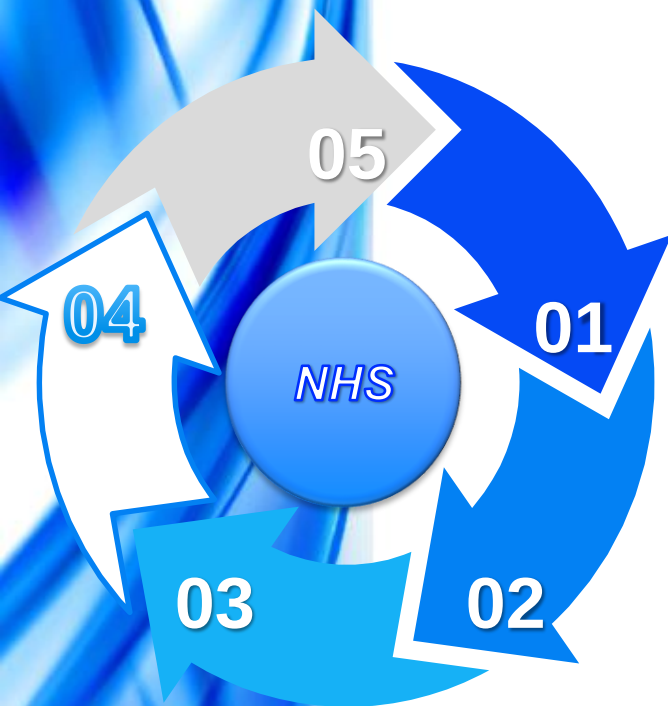
- Distributed databases
- Relational databases
- Centralized database
- Cloud databases

. D.Chaubey (2021) was a useful source of information



Database components and principles

R.Peterson (2021) named five main components of Database



01 HARDWARE

NHS has computers, I/O devices, storage devices, etc. provide a connection between computers and real-world

02 SOFTWARE

These are the NHS operating system, the network software used to exchange NHS data, and applications such as the NHS app.

03 DATA

Data is raw and organized facts that need processing to become meaningful. NHS uses the personal data of patients.

04 PROCEDURE

These are instructions used in an NHS database management system that cover data collection, login and logout, data backups, and report generation.

05 DATABASE ACCESS LANGUAGE

DAL used to write commands to access, update, and delete data stored in a database. Through utilising the language, users can create new databases and tables, insert data, and delete data.

Users of Database technology

According to Sumit Thakur(2016),the users of the database are: telecom, banking system, railways and airlines, online shopping, health system etc.

Chris Brook (2020)described where the National Healthy System uses DB

- Electronic Medical Record (EMR)
- Patient portals
- Practice management software
- Clinical Decision Support (CDS)
- Remote Patient Monitoring (RPM)

Purpose of Database at the *NHS APP*

Search trusted information on conditions and get instant advice

Search for, book and cancel appointments at your GP surgery

See available medicines and request repeat prescription

Get secure accesses to your GP medical record

Choose to donate some or all of your organs

Use the NHS App to

Get health advice

Book appointments

Order repeat prescriptions

View your health record

Register to be an organ donor

Secure accesses 24 hours a day

Advice Appointments Prescriptions Your health Messages

Impact of the technology introduced



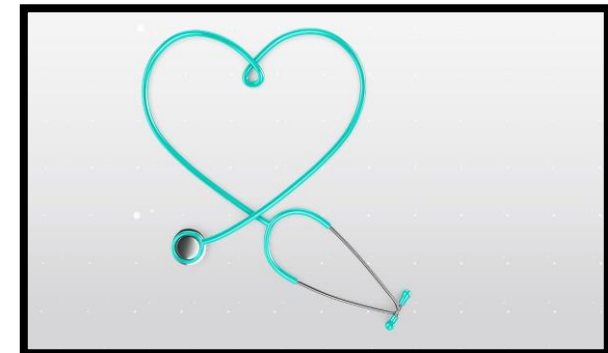
➤ Adela Siso - 2114884



Positive impacts



- Easily register on the NHS App,
- It holds all the health history information of the patient,
- Easily re-order prescriptions,
- Contact your GP 24/7,
- Less time wasted booking appointment,
- Check Covid test result,
- Free app.



Negative impacts



- Hard to understand the appointment names,
- Unable to access the app without WIFI,
- Every time need to introduce the security code,
- Not enough appointments available,
- Knowledge about medical condition,
- Older people may find the app difficult to access it.

How do customers feel about this technology

- 2.9 out of 5 people had rating and review the NHS App on the App Store
- **Some people like the app because:**
 - easy to access it,
 - all private medical information available on the app,
 - vaccination passport for board travel accessed easy,
 - much easier to order prescriptions through the app,
 - being independent when booking health appointments,
 - get Covid pass very easily and quickly.



How do customers feel about this technology

- 2.9 out of 5 people had rating and review the NHS App on the App Store
- **Some people don't like the app because:**
 - unable to log in the app,
 - unable to access the app without internet,
 - unable to book appointments – unavailable,
 - slow respond back,
 - app sometimes is not opening,
 - incorrect details on the covid pass.



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LESSON THAT CAN BE DRAWN FROM THE CASE STUDY

NtfS App Data Base

Digital Skills and Research Methods (BMSW4003)

Amitave Banik



INTRODUCTION



- ▲ NHS app database is known as an important component within the health care system .
- ▲ The NHS app helps in the COVID pass as these views and shares the COVID pass for every place within England, those who have chosen to use the service and the travel abroad.
- ▲ . These also help to get correct health advices as these searches for the books and all the cancelled appointments that are involved within the GP surgery.

ABOUT NHS APP



Help in securing of the data that needs to be set up as an NHS login and then prove what the person is. The NHS application helps in the collection and the storing all the verifications of the facial data from the citizens of England.

If your GP surgery or hospital offers other services in the NHS App, you may be able to:

- ✓ message your GP surgery or a health professional online
- ✓ consult a GP or health professional through an online form and get a reply
- ✓ access health services on behalf of someone you care for
- ✓ view your hospital and other healthcare appointments
- ✓ view useful links your doctor or health professional has shared with you
- ✓ view and manage care plans

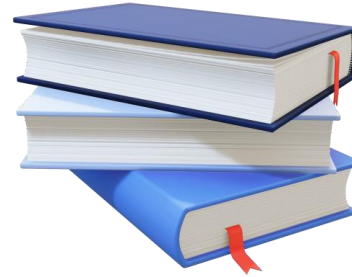
PERSONAL HEALTH RECORDS



For NHS funded personal health record services in England, the GP surgery or hospital's chosen service may also be available within the "NHS App". Due to the way personal health record services are made available in the NHS App (through what is technically called a "webview") this is classed as a "Connected Service" and NHS Digital does not undertake any processing of the personal information when it is using the personal health record service.

NHS Digital connects the NHS App to the service purchaser's personal health record service. Because NHS Digital provides the NHS login service it is the Controller for the personal information used to verify the identity but not for any health-related information.

CONCLUSION



- ✓ The significant idea resulting from the progress of the NHS institution , in the innovation of the data storage platform is the evolution of the system founded to improve services and provide quality medical treatment ,medicines at fair value.
- ✓ The evolution of the NHS is due because of the weaknesses identified before the lack of technological infrastructure, limited facilities and poor operational management.
- ✓ Analyzing in parallel the negative impacts and the positive impacts caused by the implementation of the online system, the final general impact is satisfactory.

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