



Department of Health

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By email:

To: *CEs of NHS Trusts receiving Lorenzo
since August 2012*

Tim Donohoe
Department of Health
79, Whitehall
London
SW1A 2NS

*tim.donohoe@dh.gsi.gov.uk
Tel: 0207 972 4864*

21st January 2015

Dear Colleague,

I am writing to you because your organisation currently uses the Lorenzo patient record system to support patient care, provided through the CSC Local Service Provider (LSP) contract. This letter requires your action on benefits realisation and investment justification.

Benefits realisation: Maximising benefits and reporting return on investment

Evidence shows that organisations who have implemented electronic patient record systems have the potential to deliver significant benefit to patients and to the wider healthcare system and it was on the basis of your organisation's forecast benefits that central funding was granted to help deliver your system. It is important that we now follow up those forecasts with an assessment of the current position on benefits. We will therefore be inviting your team to present progress against your benefits realisation plan at a forthcoming programme board. Invitations confirming the date, time and venue of the meeting will be sent in due course.

To help you, I have commissioned the Health and Social Care Information Centre (HSCIC) to support your organisation in identifying and sharing good practice and to help you increase the value obtained from the investment. The HSCIC LSP Benefits and Exploitation team, led by Rob Longstaff (rob.longstaff@hscic.gov.uk) will:

- facilitate workshops to review your achievements to date and develop approaches to deliver against your investment case targets;
- share current thinking on mechanisms for forecasting, counting and benefit analysis;
- support your organisation in the management of benefits and change through the provision of tools and guidance; and,
- where agreed, undertake detailed analysis and support case studies to identify how the system is used and could be further exploited.

Together we have a joint accountability for the central investment in your organisation and the Department is required to report a consolidated benefits value for the CSC LSP contract to central government on a quarterly basis (although individual organisations are not identified).

Action required: As agreed in the Memorandum of Understanding with your organisation, I require a quarterly post go live account from your organisation of the benefits you have realised and plan to realise from your CSC Lorenzo system; reports are required at the end of April, July, October and January of each year. ***By return can you please nominate a named individual to be HSCICs point of contact for this?***

You can be assured that the Department of Health will not seek to recover the cash releasing value of the benefits reported at the level of individual organisations.

Colleagues at Monitor and NHS Trust Development Authority have agreed the above approach.

I look forward to your continued support in maximising the impact of the investment and if I can be of any assistance, please do not hesitate to contact me.

Yours sincerely,



Tim Donohoe
SRO for the Local Service Provider Programmes

cc Tom Denwood, LSP National Programme Director, HSCIC
Beverley Bryant, Director of Strategic Systems and Technology, NHS England