

Sam Lucas  
[request-133100-  
8df26cbd@whatdotheyknow.com](mailto:request-133100-8df26cbd@whatdotheyknow.com)

**Information Governance Department**  
Wharf House  
Medway Wharf Road  
Tonbridge  
Kent  
TN9 1RE  
E-mail: [foi@nhs.net](mailto:foi@nhs.net)  
Telephone: 01732 375200  
Fax: 01732 362525

26 October 2012

**Our Ref: FOI.12.0311**

Dear Mr. Lucas

**RE: FREEDOM OF INFORMATION REQUEST**

I am writing in response to your request for information under the Freedom of Information Act 2000 received on 12 October 2012 by one or all three of the three primary care trusts in NHS Kent and Medway.

All answers relate to NHS West Kent, NHS Eastern and Coastal Kent and NHS Medway unless otherwise indicated. The information that you requested is listed below together with a response in each case, in this instance, on behalf of NHS Medway only:

**Please could you provide a breakdown of the anticoagulation dosing software used in Medway PCT.**

**I would like to know which systems are used, by type, and also the cost of the software for each practice/hospital in the PCT.**

The service specification states

3.1.2 Information and Communication Technology

The Provider must use an approved IT system e.g. DAWN or INR Star, with the capability to create a register and also have prescribing and dispensing functionalities.

The register must be able to capture the following details:

- § Patient name
- § Patient date of birth
- § Patient NHS number
- § The indication for treatment
- § The expected length of treatment
- § Target INR
- § Initiating consultant.
- § Patients GP

The prescribing and dispensing software must record the following:

- § date of the last clinic appointment,
- § the latest INR test result
- § current dose
- § Interacting medicines
- § also must generate and record the request for the patient to arrange additional INR tests
- § all other requirements as detailed within the NPSA alert

This must be recorded when this information is being checked prior to issuing or dispensing a repeat prescription for an oral anticoagulant.

There is an active scheduling system in place for the direct booking of appointments and the flexibility to offer capacity for walk-in appointments.

The Provider is able to capture and undertake an analysis of data from within clinical sessions.

Medway Community Healthcare who currently provide the community anti coagulation service use a piece of software called DAWN. This was described in the tender document for this service.

- The relevant section asked for the service to describe: Anti coagulant dosing with prescribing in accordance with the PCT Anti-Coagulation Prescribing Protocol
- Tender response: Blood testing provided by anticoagulant machine – referral to path lab might be required if bleeding not provided by pin prick.
- DAWN will confirm dosing once INR measurement is input into software

Further detail in this section of response

## 2.8 Information and Communication Technology

2.8.1 The Provider must use an approved IT system e.g. DAWN or INR Star, with the capability to create a register and also have prescribing and dispensing functionalities.

### 2.8.1 Response

As already mentioned DAWN Software will be purchased to facilitate the IT, audit, dosing, registration and records of all service users

It is envisaged that DAWN will reside on a specific virtualised server within the existing Ambley Green Data Centre and will be maintained on our behalf by Kent and Medway Health Informatics Service (KMHIS). This will ensure that the current Disaster Recovery regime agreed by NHS Medway (see attached) will apply to this deployment.

Access to the system will be via N3 (NHS National Network) connections either supplied by the Kent and Medway COIN (Community of Interest Network) or by individual GP N3 links/ This depend upon the site chosen.

The system is a web based system so bandwidth usage should be within tolerated levels. KMHIS have enabled the necessary changes to network security to allow data traffic to flow between the KM COIN and GP surgeries through other project requests and therefore the hub and spoke approach being put forward should not fall foul of any technical issues. DAWN software offers a fully customisable suite of management and research reports which can be used to measure, analyse & further improve the efficiency & efficacy of our service using Lean Six Sigma or other techniques. By this we could create the necessary reports to reflect KPI's and create specific monthly "Dashboards" to sit alongside the MCH's exist suite of reports. DAWN will be implemented in all premises where the proposed community level 4 anti-coagulation service clinic will be held.

As part of the proposed service the Anti-coagulation Clinic at the Medway Foundation NHS Trust. Same day treatment centre at the Accident and Emergency department and MeddOCC will also have access to DAWN. This will provide access to relevant service user information, historic and current dosage, to all clinicians who may have a service user on warfarin referred to them any time of day or night.

Further detailed

2.15.4 For the contracted period, the Service Provider must be able to produce accurate records for each service user referred into the service in addition to the information recorded within the dosing software package. Information should include as a minimum:

- Service User name
- Service User NHS number
- Service User date of birth
- Service User ethnicity
- Service User practice
- Name and designation of person providing care
- Reason for consultation
- Record of all appointments
- The number of DNAs
- Service User outcome
- Details of adverse events associated with treatment
- Date of last hospital appointment (if appropriate)
- Details of referral into Secondary Care
- Result of Service User Satisfaction Survey
- Deaths caused by anti-coagulants
- Bleeding episodes requiring hospital admission

#### 2.15.4 Response

DAWN Software will be able to produce accurate service user records regarding any aspect of their illness as required.

We do not hold information on the cost of system.

I hope that this has dealt with your questions but if you are not satisfied with the way your request has been dealt with, please feel free to contact me directly. If you remain unhappy, you may approach our Chief Executive in writing at:

Chief Executive  
NHS Kent and Medway  
Wharf House  
Medway Wharf Road  
Tonbridge  
Kent  
TN9 1RE

Should you remain dissatisfied with the outcome you have the right under Section 50 of the Freedom of Information Act (2000) to appeal against the decision by contacting the Information Commissioner.

The Information Commissioner provides full and detailed guidance on the Freedom of Information Act and on when and how to complain.

Please find below the link to their website page and their helpline number.

[http://www.ico.gov.uk/complaints/freedom\\_of\\_information.aspx](http://www.ico.gov.uk/complaints/freedom_of_information.aspx)

Helpline number: 0303 123 1113

In line with the Information Commissioner's directive on the disclosure of information under the Freedom of Information Act 2000 your request will form part of our disclosure log. Therefore, a version of our response, which will protect your anonymity, will be posted on the NHS Kent and Medway website.

Yours sincerely

**Janet McCartney**  
**Freedom of Information/Data Protection Act Manager**

### **Copyright Notice**

The information supplied to you continues to be protected by the Copyright, Designs and Patents Act 1988. You are free to use it for your own purposes, including any non-commercial research you are doing and for the purposes of news reporting. Any other re-use, for example commercial publication and subscription charge, would require the permission of the copyright holder. In accordance with the Re-Use of Public Sector Information Regulations 2005, information provided to you may not be used for commercial publication, subscription charge or sold on to a third party, without the permission of NHS Kent and Medway.