

Case Study

Torbay Care Trust

- benefiting from a unified platform for intranet and internet

The Situation

Torbay Care Trust is an integrated health and adult social care NHS trust of approximately 1,200 staff, formed through the merger of Torbay Primary Care Trust and the adult social care department of Torbay Council.

The Care Trust is both a commissioner and provider of services, directly employing community based staff and commissioning services. The Trust already operates an internet and intranet with aspirations of an improved system for online solutions which will enable dynamic, meaningful interaction within the organisation to support central staff, local staff with special access requirements and commissioned providers.

The Solution

The Care Trust in partner with WCI Healthcare are designing and implementing a unified platform for delivery of a new intranet and extranet site, a replacement internet site and collaboration sites using Microsoft Office SharePoint Server (MOSS) 2007.

The Care Trust hope to leverage the vast array of standard functionality provided with MOSS 2007 to rapidly deliver solutions which meet business requirements but exceed expectations!

Our ability to deliver these solutions in the required timeframes, budget and to a high quality is greater enhanced by adoption of the freely available solution enablers provided by the NHS CUI (Common User Interface) programme delivered by Microsoft. The solution enablers complement the standard functionality provided by MOSS 2007 solving several common business needs of NHS authorities. Ultimately we are able to deliver greater functionality, greater business benefit more quickly and more cost effectively.



In addition the Care Trust has joined Microsoft's NHS CUI Early Adopter Programme; the programme provides further expertise and guidance from Microsoft's NHS subject matter experts, ensuring the benefits of the NHS CUI deliverables are realised

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Key deliverables of the project include:

Internet site.

- A WCM website which adheres to WCAG achieved using the Accessibility Kit for SharePoint.
- A custom brand which adheres to generic NHS guidelines.
- A user friendly framework for simple generation and management of content utilising native approval workflow functionality.
- Host of customised components providing features such as quick links, rate this site / service and more...

Intranet site.

- Implementation of an information architecture and records management solution
- A customised brand which complements the internet site branding.
- NHS CUI: Policies & Procedures solution enablers
- NHS CUI: Collaboration fundamentals solution enablers
- Common MOSS features; Search, Collaborative Working, WCM, and more...
- Host of custom components providing enhanced approval processes, corporate communications.
- A framework which provides a simple method for deployment of phase 2 business solutions.

The Benefits

"The unified MOSS platform will be a huge step forward for the Care Trust and will enable our multi disciplinary staff to work more collaboratively and will demonstrate how IT is helping us to achieve our ambition to fully integrate health and social care into a single organisation.

The flexibility and functionality of MOSS 2007, coupled with the experience and knowledge of WCI Healthcare, will allow a range of standard and customised applications to be deployed. This will enable staff to do their day-to-day jobs more effectively and improve the quality of life for our patients, clients and carers.

Whilst any application can be developed from scratch, the Microsoft NHS CUI programme has given us a head-start with some real-world components that are relevant to what we need to do. This has resulted in a reduction in initial costs and development time, and we also have the benefit of knowing that their solutions have already been tested. We also still have the option of asking WCI Healthcare to customise the components if we need any extra functionality."

Guy Boosey: Project Lead, Torbay Care Trust