

Case Study

Royal Cornwall Hospital Trust

The Royal Cornwall Hospitals NHS Trust is the principal provider of acute care services in the county of Cornwall. It serves a population of around 450,000 people, a figure that can be doubled by holidaymakers during the busiest times of the year.

The Trust employs approximately 5,000 staff and has a budget of approximately £330 million.

The Trust is responsible for the provision of services at three sites (comprising approximately 750 beds):

- Royal Cornwall Hospital, Treliske, Truro
- West Cornwall Hospital, Penzance
- St Michael's Hospital, Hayle.



The Trust employs approximately 5,000 staff

The Trust has teaching hospitals status as part of the Peninsula College of Medicine and Dentistry (PCMD) and University of Exeter Medical School. Keeping at the forefront medical advances, the Trust is continually developing its clinical services and is committed to maximising the range of specialist care that can be offered locally. Allied to this is a growing reputation for research and innovation.

The Knowledge Spa on the Royal Cornwall Hospital site, the Cornwall base for medical students and the University of Plymouth Faculty of Health and Social Work, has further enhanced a strong reputation for training and education. This plays a vital part in attracting and retaining the Trust's highly skilled teams of doctors, nurses and other health professionals who care for well over half a million patients each year.

Reflecting the high standards of care on offer, recent patient surveys have shown that over 90 per cent of patients rated their overall experience of the services as excellent, very good or good.

What Were the Challenges

RCHT had a SharePoint 2010 farm that had been built, but was not being widely used within the organisation. The Central IT Services (CITS) and Information Services departments had both embarked on projects to increase the usage of the SharePoint farm through different routes:

- CITS' internal development team were beginning a series of training courses so that they would be able to develop solutions in response to requirements from different areas of the business.
- Information Services were building a sophisticated business intelligence solution utilising the SQL Server; Analysis Services, Integration Services, and Reporting Services. They were using SharePoint as the presentation layer to allow end users to view information and interact with data, to ensure that the quality of the data was high.

Both teams had found that the learning they were participating in was good, but provided little progression. In conclusion, they needed more insight into the capabilities and best practices related to their different development streams.

What CPS provided

RCHT engaged CPS to provide SharePoint "Architect as a Service" for a year, for which they received on-site support one day a month from an experienced SharePoint architect, and access to the same architect during the rest of the month via telephone and e-mail.

During the on-site visits RCHT were able to utilise the time based on the needs of the teams that were being supported, and also based on the need to strategically define how the SharePoint platform was to be used.

The CITS development team opted to have a half day surgery each month,

during which they would learn and participate by raising specific questions and issues, with the architect walking them through resolutions, examples and best practices. Code reviews were also carried out to ensure that best practices were instilled in the development lifecycle.

The Information Services team focused on one-to-one sessions with the DBA and SharePoint developer. Areas that were covered included, SharePoint branding and development, optimisation of the processes for presenting content, and best practices for building large scale processes for SQL Server Integration Services.

Code reviews were also carried out to ensure that best practices were instilled





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