



Dear Colleague

NEW DEAL 4 SOFTWARE PACKAGE

Summary

1. Our presentation last December of the New Deal 4 software package for monitoring the working hours of doctors in training generated a substantial level of interest among those Trust representatives who attended. We have, accordingly, drawn up a strategy to deliver the system to all Scottish Trusts over the next few weeks.

2. The Annex to this letter:

- provides background on the New Deal 4 system;
- introduces Keith Garside as the Project Manager who we have commissioned to take the project forward;
- encloses a copy of the software package for all Scottish Trusts.

Action

3. Trusts and Health Boards should:

- note the information contained in the Annex to this letter;
- copy it to all relevant staff;
- establish a mechanism to evaluate the New Deal 4 system;
- contact Keith Garside with any comments or queries regarding the project.

Yours sincerely

GERRY MARR
Director of Human Resources

29th May 1998

Addressees

For action:

Chief Executives, NHS Trusts

General Managers, Health Boards

General Managers, Common Services Agency

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NEW DEAL 4 - SOFTWARE TO MONITOR WORKING HOURS OF DOCTORS IN TRAINING

Background

1. The New Deal 3 software program was originally developed by South Thames Regional Task Force in November 1995 to encourage and support monitoring of junior doctors' hours of duty and actual hours of work.
2. The system was piloted in 6 acute hospitals within South Thames region and launched at a conference in Guy's Hospital, London, in July 1996. An independent evaluation was completed in December 1996 which highlighted the relative ease of entering and modifying data, the advantage of not needing keyboard skills and the clarity of the target monitoring checks.
3. As attention became increasingly focused on out of hours intensity and rest periods, it was apparent that a revision was needed to collate and input this information into the New Deal 3 system. New Deal 4 was, therefore, developed to incorporate this data and to update New Deal 3.

New Deal 4

4. New Deal 4 operates within Microsoft Windows (3.1 or later) and is easy to install on to the hard disk. The system can be customised to suit individual Trusts, Departments and specialties. Doctors' work patterns are entered from questionnaires, interviews or a series of diary cards. From this information, New Deal 4 can compare hours of duty and actual hours of work with the New Deal targets and highlight failures. It is also sufficiently flexible to take account of prospective cover, days off and sick leave. A help facility gives detailed guidance on each aspect of the program and can be accessed at any time during use while the user guide supplied with the disk explains how to analyse the data. The help file includes details of the New Deal targets and suggested good practice.
5. To give Scottish Trusts an opportunity to find out more about the system, the Management Executive hosted a demonstration by the authors of the software in December 1997 at which some 30 Trusts were represented. The following advantages of the system were revealed:
 - easy to use and no special skills required;
 - quick identification of problem areas and suggested solutions possible;
 - suitable for *ad hoc* reviews or as a centralised monitoring system;
 - provision of consistently more accurate statistical information.

Most of the Trusts present appreciated the benefits the system would bring and were keen to find out more and to obtain copies of the software. We intend, therefore, to provide all Trusts in the Scottish Health Service with a free copy of the software and a user guide. This would

help them to comply with the requirements of NHS MEL(1997)71 which states that Trusts should develop simple but effective monitoring systems to collect accurate data on actual hours of work and out of hours intensity and take steps to bring down the actual hours worked by junior doctors.

The Project Manager

6. We thought that the most effective way of distributing the New Deal 4 software to Trusts would be to employ a project manager who would have the time and experience to undertake a programme of Trust visits to introduce and demonstrate the system. Accordingly, on the recommendation of Management Executive colleagues, we have appointed Keith Garside to take the project forward.

7. Mr Garside has previous experience of project consultancy work and has managed several IT projects for the NHS. We are, therefore, familiar with his work and believe that his experience would enable him to implement the project efficiently and effectively.

The Strategy to Deliver the New Deal 4 Software

8. Keith has, in conjunction with staff in the Human Resources Directorate, developed a strategy to deliver the New Deal 4 software to all Scottish Trusts. Three aims have been identified as follows:

- to create an awareness by Trusts of the ease of use and the benefits of the New Deal 4 software package;
- to issue the software to all Scottish Trusts;
- to ensure that Trusts realise how the system can assist in the development of plans to manage junior doctors' hours.

9. The project has been developed to reflect these 3 aims and has, accordingly, 3 stages as follows:

Feasibility Study Stage

In this first stage, Mr Garside will offer those Trusts which expressed an interest in the software after the December presentation a closer view to allow them to get a better understanding of how the system operates and the benefits it will provide. This stage is getting underway now and is likely to be completed by the end of May.

Implementation Stage

Based on any financial or practical implications of using the package revealed in the feasibility study stage, the implementation stage will be concerned with the issue of the New Deal 4 software to all remaining Trusts in Scotland. A series of training workshops will be arranged to enable Trusts to become familiar with using the software. We envisage that this stage will be completed by the end of July this year.

Integration Stage

Following on from the implementation stage, the integration stage will help Trusts to devise plans to deal with any difficulties in complying with the New Deal targets. By the end of this stage in October 1998, we expect that further compliance with the targets to be achieved along with increased accuracy of the 6-monthly statistical returns.

Summary

10. The strategy to introduce the New Deal 4 software to all Scottish Trusts has now begun and Mr Garside has started to arrange a programme of visits to allow Trusts a closer view of the system. In exchange for the package, he will seek comments and feedback on the usefulness of the software and how it has fitted in with Trust plans to achieve their New Deal targets. Trusts may also be expected to share the benefits of using New Deal 4 with other Trusts and to provide a summary of their experiences to the Management Executive for incorporation into the Good Practice Guide.

11. You can telephone Keith Garside on 01968 675957 or page him on 01893 051070.



NEW DEAL 4



Issue One

for monitoring New Deal targets

WHAT IS IT?

The New Deal 4 computer software package has been designed to help Trusts manage medical staffing rotas for doctors and dentists in training.

Features include:-

- User friendliness
- Working within Microsoft Windows
- A help facility
- Easy analysis of data

THE ORIGINS

The South Thames Regional Task Force developed the programme to calculate juniors' hours of duty and actual hours of work.

As attention became increasingly focused on out of hours intensity and rest periods, it became apparent that a method was needed to allow this to be fed into the system. New Deal 4 was therefore developed to incorporate this data and to update New Deal 3.

WHAT ARE THE PLANS FOR SCOTLAND?

We intend to provide all Trusts in The Scottish Health Service with a free copy of the software and a user guide. We envisage that Trusts will use the package to comply with the Scottish Office MEL (1997)71. This asks Trusts to develop simple and effective monitoring systems to collect accurate data on actual hours of work and out of hours intensity and to continue to report progress towards the new deal targets by the 6 monthly statistical returns. We have now developed a strategy and Keith Garside has been appointed as project manager to introduce the New Deal 4 system to all Trusts. Through a series of regional workshops and demonstrations, information will be available on the system. It is expected that Trusts will use the software as part of their plans to achieve their New Deal targets, to be prepared to share the benefits of using New Deal 4 and provide a summary of their experiences to the Scottish Office.

It is expected that all trusts will have integrated New Deal 4 by the end of October 1998.

FOR HELP AND ADVICE CONTACT:-

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