

## The Successful Merger of DAWN AC between University Hospital Aintree and Southport & Ormskirk NHS Trust

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Hannah began by outlining the reason for the merge, namely the community anticoagulation services for Southport and Formby Clinical Commissioning Group (CCG) and South Sefton CCG being put out to tender. Aintree was awarded the contract.

Both Aintree and Southport & Ormskirk used Thrombotrak analysers and the DAWN software and were both Biomedical Scientist (BMS) led.

University Hospital Aintree (UHA)	Southport & Ormskirk
~2500 patients 11 clinic sessions p/w 2 new patient sessions p/w DAWN Version 7	~1900 patients 2 sessions p/w at ODGH 3 sessions p/w at SDGH  ~4500 community patients 19 sessions p/w Domiciliary visits AF only initiated in the community DAWN Version 7

The tender specification included the following requirements:

- Time to first appointment: less than 14 working days for new patients; less than 5 working days for patients discharged from hospital
- Patients' INR should be made available to their GP within 1 working day and done as part of computerised support software
- Quality indicators e.g. TTR

The aim was to meet the tender specification and create a single DAWN system for UHA and the community service that would then bring all of the elements into one service that included:

- ~7000 patients
- 11 sessions per week at UHA
- 23 sessions per week at 9 locations across the community
- Domiciliary visits

With GP read only access to DAWN AC already in place, a DAWN interface to the hospital PAS system and remote access to DAWN AC from the clinic locations was required.

In addition:

- A test system needed to be available on both the Aintree and Southport sites
- The 4S DAWN team needed access to both test systems via an N3 connection
- The test systems held live patient data for the period of time the deletion / merge project was underway
- Access to the SQL Server management studio was required by both 4S DAWN and Aintree on both the live and test environments
- A means of securely 'transporting' database files between Southport and Aintree was also required

There were a number of points to consider such as the number of patient and user licenses; different subsets of patients; lead time (12+ weeks minimum); system requirements e.g. Internet Explorer 8 (IE8), SQL server database; and finally the amount of groundwork required, a crucial element to ensure the process runs as smoothly as possible.

There were also a number of things that were learnt by the anticoagulation team as the project progressed, as well as things that would have been done differently:

- Always over-estimate the time required
- Projects will never be as straightforward as imagined
- Detailed costings are important to make sure everything is covered
- The importance of good teamwork
- Start the merge earlier than planned
- Start recruiting staff earlier than planned