



Overview

NHS Blood and Transplant (NHSBT) is a Special Health Authority for England and North Wales and was established in 2005. With responsibilities across the United Kingdom, its remit is to provide a reliable, efficient supply of blood, organs and associated services to the NHS. NHSBT's purpose is to save and improve patients' lives by ensuring the safe and reliable supply of blood, organs and associated services to the NHS. In 2008/09 3,504 organ transplants were carried out across the UK - up 8% on the previous 12 months. And an extra 245,000 people registered to become blood donors, halting a five-year decline.

Situation

The National Blood service collects blood from donors via both permanent centres and vehicle-based units that operate throughout the country. Both facilities give the National Blood Service the chance to survey donors and non-donors alike to determine the reasons for their participation (or not) in this crucial but entirely voluntary national service. However, with data being recorded on one of 3 disparate legacy systems located in the North, South West or South East of England, with 900,000,000 transactions across the 3 systems each year and with no ability to generate a single report directly from all three databases, the National Blood Service needed a solution that would consolidate the information into a single source and allow meaningful, accurate and up-to-date reports to be generated.

Solution

"Although we were able to collect the information that we needed, it was taking us far too long to process this information and draw meaningful conclusions," explained Stuart Halson. "We were relying on manual processes to input the information and since data was at that time held on 3 separate geographical databases, we had to run 3 separate reports and then attempt to interpret the information to get a realistic, national picture." These systems have now been rationalised to a single one.

Panacea designed, developed and implemented a business intelligence solution based around Business Objects' technologies that would allow the NHSBT to consolidate the information from each database overnight, vastly simplifying, and speeding up the processes of generating reports based on nationwide information. As well as considerably improving the accuracy of the consolidated information, the solution also automatically inputs information collected across the country into each database. With consolidation across all three of the legacy databases taking place each night, NHSBT management can now interrogate the data on a national basis and generate accurate and up-to-date reports, customised to their own individual requirements, as and when required.

Outcome

Developed to consolidate information held in three disparate legacy systems spread across the country, Panacea's solution continues to provide NHSBT with easy, rapid and error free access to vital information so that trends can be analysed and steps taken to maintain and increase the volumes of donations. Reliant heavily upon volunteers both to give blood and contribute to the ongoing running of the service, NHSBT has been able to save time and money and focus on its core priority.

- Information from 3 separate, legacy systems is consolidated nightly – no more time consuming and error prone manual rekeying.
- Reports can be generated on national, regional or local basis using accurate and up-to-date information.
- Easily customisable reporting capabilities allows managers to generate reports that deliver the information they need, when they need it and in an individual format that they can easily understand.
- Improved perception across the service that carefully collected survey information is actively contributing to programmes to encourage the increase donation of blood by the general public.
- On-site staff relieved of having to input information and are able to concentrate on working with the public to encourage and increase the donation levels in their area.

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