

GP Practices

# GP IT OPERATING MODEL SERVICES

We have a proven track record of supporting GP Practices and CCGs in assessing, planning, integrating and managing their IT infrastructure.



Healthcare Computing is a specialist provider of GP IT Support and Solutions, supporting GP practices IT for over 20 years

## Desktop Maintenance and Support

HC provide a comprehensive locally focused onsite and remote Desktop Support service for workstations and laptop devices. Our services include installation and support of all computer hardware and peripheral equipment related to core NHS and GP IT. Installation and support of all general NHS and GP IT standard software and applications, providing piece of mind that a reliable and accessible service is available to keep your key IT working. We use a local delivery model incorporating local engineering resource, and local warehousing for service replacement stock. All service engineers are experienced in NHS and GP IT Systems, are Data Security and Protection Toolkit compliant and DBS checked.

## NHS Digital accredited Service Desk

Providing users with a single point of contact for all NHS and GP IT – our Service Desk will triage and manage incidents, problems and questions for users. We support NHS national applications and GP IT software and are accustomed to dealing with all NHS software, hardware suppliers and support teams. Our remote dial-in facility enables us to achieve a 70% resolution figure, reducing the need for onsite visits and thus reducing costs.

## IT Procurement and Logistics

HC provide a comprehensive procurement service offering flexible invoicing and terms to meet customers' needs and facilitate rapid project initiation. Our team have access to, and are on, relevant NHS frameworks to simplify procurement and meet your procurement team's rules and needs. HC also use the Tradeshift e-invoicing platform to assist in simplifying procurement process and rapid invoice turnaround.

## Asset & Software Licencing

Asset Management solutions to gain control of your IT estate and meet NHS England's Capital Reporting Regimes. We are experts in Asset Management across disparate sites residing on the NHS network. We can implement and manage your Asset Management solution and provide 95% accurate reporting.

## General IT Infrastructure Support

Our team of experienced specialists provide end-to-end NHS and GP IT Infrastructure Support services to improve uptime and minimise critical IT services disruption. We provide centralised IT Infrastructure Support services backed by SLAs and KPI's for networking, remote access and storage. Our service can integrate with your existing support teams as a top up 3rd line service to provide a seamless support solution whilst minimising your organisation's fixed staffing costs.

## Support for GP Clinical Systems


Reliable technical support required for local and hosted clinical servers, spoke and related systems to ensure robust available clinical systems. We work with relevant clinical system suppliers to efficiently restore services in the event of a system failure.

## IT Training services

Our team of experts can deliver bespoke onsite or online IT Training to compliment Digital Transformation Projects to assist end users through change, minimising the impact of new systems and software; for example, transitioning to NHSmail2, Windows 10 or Office 2016.

# Healthcare Computing

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**Hc**  **Trusted  
Technology  
Partner**

### Features & Benefits:

- ✓ Reduce cost
- ✓ Local resource model
- ✓ Agreed SLAs
- ✓ 96% positive feedback
- ✓ Remote support
- ✓ Configuration management
- ✓ Change management
- ✓ Proactive monitoring
- ✓ Scheduled maintenance
- ✓ Remote HSCN desktop access
- ✓ Incident and SLA reporting

### Features & Benefits:

- ✓ NHS frameworks access
- ✓ Tradeshift e-invoicing
- ✓ Flexible terms
- ✓ End to end logistics
- ✓ Warehousing
- ✓ Capital asset reporting
- ✓ Asset planning
- ✓ Improved budgeting
- ✓ Bespoke focused sessions
- ✓ Onsite training
- ✓ Web based training content

Healthcare Computing is a specialist provider of NHS IT Infrastructure and Support services, supporting NHS organisations to improve digital maturity and patient care.

With over 20 years' experience of NHS IT we work in partnership with our customers providing specialist NHS IT Services and Solutions to GP practices, CCGs, CSUs & local health economies.

## Find out how Healthcare Computing can make a positive difference to you?

Visit [healthcarecomputing.co.uk](https://healthcarecomputing.co.uk) for further information or call **0845 0346344** to speak to one of our team members.