



**Cervical Screening Colposcopy  
Information Management System  
(EXELICARE)**

**Business Continuity Policy**

# Excelicare/Colposcopy System Business Continuity Policy

## 1. Document Control

### 1.1 Document History

Date	Summary of Changes Made	Changes Made By (Name)
25/2/14	Initial version	Kenneth McInnes
16/9/14	Amendments made	Patsy Higgins
5/11/14	Amendments made	Kenneth McInnes
19/01/15	Amendments made	Colin McMullan
04/02/21	Amendments made	Amy McAtamney

### 1.2 Document Purpose

The purpose of this business continuity policy is to have an agreed process in the event of Excelicare/Colposcopy service outages.

### 1.3 Document Scope

This document sets out the process to be followed by Colposcopy Users in the event that the Excelicare Colposcopy System becomes unavailable, including the process for reporting incidents.

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## 2. Introduction

Northern Ireland Colposcopy Services were audited against prevailing national standards and findings published in May 2000. The audit highlighted the fact that there was currently no meaningful data being routinely collected that could be processed to give quality assurance of the Colposcopy Service. In Northern Ireland there was no consistent monitoring of colposcopy performance indicators. The National Audit Office report on the Cervical Screening Programme identified inadequate information systems as a major issue stating ‘the absence of systematically collected data results in an inability to monitor compliance with standards for cancer services and identify key performance indicators’.

Implementation of the regional Excelicare Colposcopy system, in use by all Colposcopy Units in Northern Ireland, ensures there is now standardised data collected by the Colposcopy Service which can be extracted and analyzed to assist in the monitoring of Colposcopy services.

This business continuity policy documents the steps to be taken by Excelicare/Colposcopy users in the event that the Excelicare system is unavailable.

### 2.1 Colposcopy/Excelicare System Down

#### 2.1.1 Description of System Down

Staff cannot access the Excelicare/Colposcopy System to record or retrieve information.

#### 2.1.2 Roles Affected

##### 2.1.2.1 System Users

- Colposcopy Consultants
- Colposcopy Secretaries
- Colposcopy System Administrators
- PHA/YPAST

##### 2.1.2.2 System Support

- Axsys Technology Ltd. Glasgow U.K. (EXELICARE suppliers)
- Local Trust IT teams
- BSO Secondary Care Support

## 2.2 Responsibilities of the System Users

Trust System Users should inform the System Administrator in their Trust that the Excelicare Colposcopy system is unavailable.

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The System Administrator should:

- log the call with Local Trust IT following their own Trust local incident management procedures.
- update Trust System Users on progress with resolution of the fault
- communicate with BSO Secondary Care Support regarding resolution of the incident
- inform all Trust System Users when advised that the Excelicare/Colposcopy System is available.

## 2.3 Responsibilities of System Support

Local Trust IT should pass the call to BSO service desk, if they cannot resolve the call, and mark it for the attention of the BSO Secondary Care Support team.

BSO Secondary Care Support will:

- Inform Axsys the Excelicare supplier by telephone and log a call with Axsys support desk.
- Pass the call to the relevant BSO, ITS team for investigation if required.

When the incident has been resolved BSO Secondary Care Support will:

- advise System Administrators, Axsys Support and PHA/YPAST.
- ask System Administrators for confirmation that the Colposcopy/Excelicare System is working in their Trust.
- close the call.

## 3. Process to follow to ensure continuity of Colposcopy Service

In the event that the Excelicare/Colposcopy System is unavailable, paper records should be instigated, completed and co-ordinated by All Trust Colposcopy Super Users for all participants at each stage of the patient journey. These templates are already in the system and should be used in in the event that the Excelicare system becomes unavailable

*Copies of the forms are attached to this document as:*

*Appendix 1 - New Patient*

*Appendix 2 – Review Patient*

## 4. Excelicare/Colposcopy Contacts

Name	Role	Phone
Marie Toner	Belfast Trust System Administrator	028 9504 4681
Paul Joyce	Northern Trust System Administrator	028 9504 6717
Liz Murphy	South Eastern Trust	028 90411672
June McGaughey	Southern Trust System Administrator	028 37561833
Sandra Morahan	Western Trust System Administrator	028 71345171 ext 213466

## Excelicare/Colposcopy System Business Continuity Policy

Kenneth McInnes	PHA/YPAST	02895361508
Amy McAtamney	PHA	02895361657
Patsy Higgins	BSO Secondary Care Support	02895362272 07792685929
Paul O'Hare	BSO Secondary Care Support	02895362239 07436042573
BSO Service Desk	Service Desk	02895362400

### Appendix 1

Contingency plan new patient

### Appendix 2

Contingency plan review patient

Appendix 1	Contingency plan new patient	.doc
Appendix 2	Contingency plan review patient	.doc