

Creation of databases for Healthwatch records and appointment of Temporary Database Administrator

- 1 Healthwatch Havering (Healthwatch) is funded by Havering Council, which has a statutory responsibility to satisfy itself that Healthwatch activities are being undertaken in a financially prudent and efficient manner, that the statutory requirements of Healthwatch are being delivered, and that the activities represent “value for money”.
- 2 Adult Social Care (ASC), which commissions the Healthwatch service on behalf of the Council, have recently tightened their monitoring of Healthwatch activity. Although the data needed to meet ASC’s expectations exists within the various Healthwatch records, it must currently be gathered and collated manually, which is both time-consuming and carries some risk, given the opportunity for error in counting etc that arises. A properly constructed database will considerably reduce the opportunity for error and greatly reduce the time needed to produce statistics to meet ASC’s expectations.
- 3 Following discussion between the Directors, it was decided to proceed with the creation of one or more suitable database(s). In the first instance, these would be for the Activity Log (showing meetings attended) and the Enter & View Programme. Depending on assessed need in the light of the development of those two databases, others might follow. Both would simplify the collection of statistics for the ASC commissioners.
- 4 Options were considered for the creating, development and data inputting to the database(s). Existing Healthwatch staff have neither the skills nor the time to produce databases within a reasonable time. The choice then was either to seek quotes from software developers or to engage the services of a temporary Database Administrator.
- 5 Since the cost of a bespoke system would be likely to prove prohibitive, it was decided to employ someone on a temporary basis.
- 6 Mr Grant Soderberg (known to Mr Buckmaster as a former colleague), who has relevant experience in working in databases was interviewed and offered the post, and accepted.
- 7 Mr Soderberg will be employed on the basis of a zero hours contract but, when working, will be paid a rate of £[REDACTED] per hour, initially for 10 hours per week for four weeks. Depending on satisfactory progress, the contract may be extended. The appointment is subject to receipt of satisfactory references (which have been obtained) and to compliance with employment and tax law requirements. A DBS check is not required – the Company’s DBS service provider has advised that the duties required of a Database Administrator are not eligible for a DBS check as they do not involve personal contact with vulnerable people. The appointment commenced on 16 January 2017.
- 8 The a description of the scope of the duties required of the appointment is appended.

Healthwatch Havering

Database requirements

1 Introduction

Healthwatch Havering has amassed a considerable amount of information relating to health and social care facilities in the borough, which needs to be organised in an easily-accessible form to inform discussions with Havering Council as funding authority as well as for internal use.

Some information can stand alone but much of it is common to more than one requirement and it is thus sensible to arrange it in a database that can be interrogated for different purposes.

Three applications are currently in use for the storage and use of data – Microsoft Office Word and Excel, and a CRM system provided by Healthwatch England, based on the CiviCRM platform. It is also possible to use Microsoft Office Access, although no data is currently stored in the Access format and no Access database(s) exist.

2 Scope of project

The aim of the project is to create one or more databases that can be used for the preparation of statistics, to identify health and social care facilities for attention and to maintain a record of activities undertaken.

Use of the CRM system for recording details of individual contacts is obligatory, so cannot change. The post holder is asked to advise on the best way of improving upon present arrangements for other data, whether using CRM, Excel or Access; and to explore the possibilities of using one database for two or more purposes and recommend how best to do that.

The post holder will construct such databases as may be necessary using CRM, Excel or Access as appropriate and arrange to migrate existing data to it/them.

The post holder will advise as necessary on the organisation of data held by Healthwatch Havering to best effect within one or more databases.