

Senior Business Analyst

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I work on the technical background to the Welsh Patient Administration System (WPAS). This records and manages patient appointments and treatments in a variety of care settings, from hospitals to community clinics. It's the glue that holds together all the IT and information systems which interact across our hospitals and other care settings.

In my role, I work with teams who plan the development and necessary changes to the WPAS as healthcare organisations change and evolve. I advise on activities such as ways of working, software changes and system configurations.

For the last 13 years I've been working with the WPAS 'on the ground' in hospitals, seeing how things work, in an operational role. And now I have the opportunity to apply my knowledge and experience to the design and planning of an integral IT system for NHS Wales.

I began my career in a health records library, 28 years ago. Everything was paper based back then. We had computers, but they were new and were only used for clinical letters. We also had a very basic Patient Administration System (PAS). It was mostly paper and an index card reference system. In those days departments were paper based, and relied on internal and external mail. There was no way for external systems to connect in.

I've seen the evolution of PAS over time, from development and implementation across different health boards, and then leading to a national PAS. Meaning, it's now possible to see an overarching view within all health boards in Wales. Developments like this are making a real difference to healthcare, and I feel privileged to learn, develop and share my knowledge and experience in this area, and help to improve healthcare.

The NHS has provided me with stable employment and given me the means to progress by working as part of a bigger network. I've been a part of the evolution of IT and information within healthcare. I've seen big strides taken, and I'm enjoying being a part of the future of digital in healthcare.



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