Oxford Cambridge and RSA Examinations

OCR

RECOGNISING ACHIEVEMENT

OCR GCSE IN APPLIED ICT (DOUBLE AWARD)   1494
UNIT 2: BUSINESS SYSTEMS PORTFOLIO

CANDIDATE T - EXEMPLAR MATERIALS

This collection of exemplar work is designed to accompany Unit 2 of the OCR GCSE specification Applied ICT for teaching from September 2002.

First certification will be available in June 2004 and every January and June thereafter.

This document aims to demonstrate the relationship between candidates' work and the assessment criteria statements. The examples provided represent just a few approaches from a small number of candidates and are not intended to be comprehensive or interpreted prescriptively.

The examples exemplify different standards of work. Some of the examples demonstrate a consistent approach across the objectives, whereas others demonstrate a different standard of achievement for each objective.

Teachers are referred to Section 2.3 of the Teacher Guide (Determining a Candidate's Mark) to further assist their marking.

Applied GCSE

Unit 2
Exemplar Portfolio

Candidate T

GCSE IN APPLIED ICT (DOUBLE AWARD)

Unit Recording Sheet for Unit 2: Business Systems Portfolio

OCR
RECOGNISING ACHIEVEMENT

Please read the instructions printed at the end of this form. **One** of these sheets, suitably completed, should be attached to the assessed work of **each** candidate.

Specification Code	**1494**	**Unit Code**	**4873**		**Session**	Jan / June	**Year**	2	0	0	4

Centre Name		**Centre Number**			

Candidate Name	**Candidate T**	**Candidate Number**			

Evidence: A report of an investigation of two different organisations' use of ICT together with original documents for different business purposes and an ICT system for a given situation for one of the organisations.

Criteria			Teacher Comment	Location	Mark
a1 Identify how the organisations use ICT, the information requirements of some systems and the hardware and application software used. **0 1 2 3 4**	**a2** Describe how the organisations use ICT, the information requirements of most major systems and the hardware and application software used. **5 6**	**a3** Explain why the organisations use ICT and how the hardware and application software used meet the organisations' needs and help them to communicate and function effectively. **7 8**	**Candidate has recognised and explained some of the needs of Halton Hospital and the Brooker Centre in using ICT to communicate effectively but there is insufficient depth for the award of marks in band 3.**	**Section A**	**6**
b1 Describe the content and layout of documents used by the organisations. **0 1 2 3**	**b2** Make informed suggestions about the writing and presentation styles used by the organisations in their documents. **4 5**	**b3** Draw logical conclusions about the standards for business documents and use these when producing your own documents. **6**	**The content and layout of several documents have been compared. Purposes and target audiences have been identified and conclusions about standards have been applied.**	**Section B**	**5**
c1 Produce straightforward business documents that match their purpose and the target audience by making basic use of word processing, publication and presentation software. **0 1 2 3 4**	**c2** Produce more complex business documents that use appropriate writing, presentation and layout styles by making use of more features of word processing, publication and presentation software. **5 6 7**	**c3** Use what you have learned from studying organisations' documents, and the full range of software facilities to produce business documents that meet their intended purpose, are appropriate for the target audience and that are accurate, clear and consistent. **8 9**	**Candidate has produced a newsletter, a business card, a letter with mail merge, a website and a presentation all evidencing a house style. There are some errors and no table of source data for the mail merge but the documents do fit the purpose and audience stated.**	**Section C**	**8**
d1 With help, identify the information flows in a simple system and produce a dataflow diagram. **0 1 2 3**	**d2** Investigate the information flows in a system and produce a dataflow diagram. **4**	**d3** Analyse the information flows in a system and produce a comprehensive dataflow diagram. **5 6**	**Candidate has analysed information flow in a booking system and produced a clear though inaccurate diagram.**	**Section D**	**5**
e1 Produce a basic design specification for a system. **0 1 2**	**e2** Produce a detailed design specification for a system. **3**	**e3** Produce a comprehensive design specification for a system. **4**	**A detailed design specification which clearly states user requirements, sources, input, process and output and includes mail merge.**	**Section E**	**3**

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Criteria			Teacher Comment	Location	Mark
f1 Produce brief records of the implementation of the system. **0 1 2**	**f2** Produce clear records of implementation of the system. **3 4**	**f3** Produce comprehensive records of the implementation of the system. **5 6**	**Records cover all aspects of implementation and are clearly explained but do not give sufficient detail in all areas to enable someone else to recreate the system.**	**Section F**	**5**
g1 Carry out simple tests to check that the system meets the design specification. **0 1 2**	**g2** Test the system under a range of conditions to ensure that user requirements are met. **3 4**	**g3** Carry out a detailed evaluation of the system, which checks the outcomes against user requirements, and produce records of any modifications and improvements made. **5 6**	**Printouts show the system has been fully tested and although the evaluation lacks detail some modifications and improvements have been suggested.**	**Section G**	**5**
h1 Produce a basic user guide to the system. **0 1 2**	**h2** Produce a detailed user guide to the system. **3 4**	**h3** Produce a comprehensive user guide to the system that would allow a novice user to use the system efficiently. **5**	**Guide uses non technical language and annotated screen prints to give detailed instructions on opening software, inputting, obtaining and printing data, saving and exiting.**	**Section H**	**5**
The candidate has produced an excellent portfolio worth 42 marks, which represents a piece of good quality work.				**Total/50**	**42**

Please note: This form may be updated on an annual basis. The current version of this form will be sent out automatically by OCR to the Examinations Officer in the Centre upon receipt of provisional entries. You may also refer to OCR website (www.ocr.org.uk) for current version.

Authentication

Teachers should ensure that an OCR Declaration Sheet is completed for every candidate and sent with the portfolio to the moderator.

Guidance on Completion of this Form

1   **One** sheet should be used for each candidate.

2   Please ensure that the appropriate boxes at the top of the form are completed.

3   Circle the mark awarded for each strand of the marking criteria in the appropriate box and also enter the circled mark in the final column.

4   Add the marks for the strands together to give a total out of 50. Enter this total in the relevant box.

SECTION A

VGCSE ICT – Unit 2 Portfolio of Business Documents

In this project I will analyse documents from a large organisation (Halton Hospital) and note the documents good points and bad, I will then take this information and change the document to make its appearance better. I will then do the same with a smaller organisation (The Brooker Centre). I expect do have to do more with these documents because smaller organisations tend not to make their documents look as professional.

Business	Type of Business	Why choose Business
Halton Hospital	A Hospital	My Mum works their so it will be easy to get the documents and to ask any questions
The Brooker centre	A Mental Hospital	Both organisations are physically linked which made it easier to collect the documents and to fill in questionnaires.

The aim of both businesses is to help people get better (one is for physically ill people and the other is for mentally ill people) and they are government run organisations, the hospital is extremely large and the brooker centre is much smaller. The hospital has a chief executive and then various managers and departments below that. The same type of hierarchy is displayed in the brooker centre just on a much smaller scale.

Halton hospital contains many computers that are linked with a local area network. Also ink-jet printers, laser printers, scanners and photocopiers are regularly used. To back up the daily information a CD copier and tape drives are used to do this. They use Microsoft Office this includes word, excel, access, outlook and PowerPoint all of these are imperative for the daily running of a hospital. The hospital has many more clerical staff all needing computers and printers. In the brooker centre has a much smaller day –to-day operation. The brooker centre has a local area network which is separate from the hospitals. It too contains many computers that are linked together using a Local Area Network. It has many Ink-jet printers, laser printers (inkjet printers are in personal offices

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and laser jet printer in main offices were a lot of people are work). Photocopiers are a necessity to the hospital. They use Microsoft windows and Microsoft Office as their main software. To communicate internally across departments and e-mail would be sent. To communicate externally a formal letter would be sent to patients and to suppliers an order form would be filled in.

The documents these two organisations use are:-

- Formal letter/ letter head (see example 4) – These are sent to patients entailing appointments or any other required information. This is used for external communication.

- Leaflet (see example 1) – These are used to give information to people in a less formal manner. They include pictures and text usually arranged in a photographic arrangement. E.g. a map.

- Minutes – These are regularly used in both organisations at meetings. This is an internal document.

- Invoice – To be sent from suppliers to the organisations when goods have been sent. This is used as an external document.

- Agenda – This is a series of events used in a meeting. This is an internal document.

- Memo – These are used for internal communication by people in the same departments and those people who do not have access to e-mail facilities.

- Sales orders – these are used for external communication to suppliers to order products from other companies and organisations.

- E-mail – the majority of people use e-mail for internal communication because it is fast and efficient.

Section A Unit 2: Business systems Portfolio

Halton Hospital – North Cheshire Hospitals

Why Halton Hospital use ICT?

This organisation has quite an extensive use of ICT. The majority of their daily functions are implicated using ICT. Halton Hospital uses ICT for document production, databases and spreadsheets. Also ICT is used for statistical Purposes/activity monitoring and patient demographics (D.O.B., address etc.) and records, including inpatient and outpatient activity also called PAS (Patient Administration System). All these systems are vital for the daily running of halton hospital. All of these reasons are why halton hospital uses ICT.

How the hardware and applications software meet Halton Hospitals needs?

The hardware and software applications meet Halton Hospitals needs by being fully integrated. There are computers on each ward and many more computers on the clerical side of the hospital and they are centrally linked to/by a server. Every computer is on the intranet so the internal communication is done by e-mail using Microsoft Outlook Express. Halton Hospital has its own server which is linked to all of the computers in the hospital by a local area network.. The hardware meets the needs of Halton Hospital, because computers do the functions that humans find tedious and patient records can be stored on a hard drive instead of being manually stored in a room. This saves a lot of space, searches can be used to quickly find a certain patients records and more than one person on the network can view the file at the same time. The hospital has many specialist software which is integrated with the many operating systems.
The operating systems that they use are Windows 98, Windows NT Server, Unix and Novell. These operating systems all have pacific jobs, windows is mainly used and is the main network. Unix and Novell are used for the specialist software. The specialist software that the hospital uses are:-
- o Patient Administration system (PAS)
- o Patient welfare Banking System (Trojan)
- o Firewall (Cisco secure server firewall)
Microsoft Office is on nearly all of the computers in the hospital because it is the best piece of software on the market that incorporates

word processors, spreadsheets, databases etc. All of this software and hardware is vital to halton Hospital and this therefore meets the organisations needs

How ICT helps Halton Hospital communicate effectively? α^3

Halton hospital uses ICT to communicate internally and externally. Internally e-mail is used between individuals and departments an intranet is what the e-mail is ran through. The software used for the e-mail is Microsoft Outlook Express. To communicate with suppliers invoices and letters can be e-mailed so that the they can instantly be sent to the suppliers. Other manual methods of communication are also used such as telephone and the postal service.

How ICT helps Halton Hospital function effectively? α^3

ICT has replaced many manual jobs that know can be easily done by a computer. This saves money for hospital which can be spent on patient care. The records department has been put on to computer this enables searches to be performed. This saves a lot of time, because a computer can instantly find the exact record that you are looking for. This only requires one information manager instead of half a dozen people working in the records departments. Using the internet allows e-mails to be instantly sent and received to/from colleagues and suppliers.

Section A Unit 2: Business systems Portfolio

The Brooker centre – 5 boroughs partnership

Why the Brooker Centre use ICT?

The Brooker centre uses ICT to automate the daily systems/operations used In the Brooker centre such as booking systems, records, pay roll, patient welfare, admissions etc. Another main use of ICT is for the production of documents. Computers are used to produce all of the Brooker centres documents, databases and spreadsheets. This is vital to the daily running of the Brooker centre.

How the hardware and applications software meet Brooker Centre needs?

The hardware in the Brooker centre is full integrated with its software. The operating systems used in the Brooker centre are Windows NT and Window 98. These work together because they were both made by Microsoft. Windows NT is a specialist networking operating system which is on the servers inside the Brooker centre and Windows 98 is used on the networked workstations. The specialist software used in the Brooker centre is
- McAfee virus scanner
- 3com firewall
- Citrix
- Trojan (Patient welfare banking system)
- PAS (Patient Administration System)

To produce documents Microsoft Office 95-2000 is used the versions vary because of age and compatibility of computers. In the Brooker centre there is a local area network which links every workstation to the server. This allows an intranet to be functional. So internal e-mail is extremely simple. This also means that money can be saved by not needing as modem in each machine. There are about 30 fully integrated computers in the brooker centre including ink jet printers, laser printers and WYSE terminals

How ICT helps Brooker Centre communicate effectively?

ICT helps the Brooker centre communicate internally and externally. E-mail is the main form of internal communication between individuals and departments an intranet the e-mail is used via a local intranet. To communicate externally with suppliers invoices and

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letters can be e-mailed so that the they can instantly be sent to the suppliers and instantly receive feed back. The software used for the e-mail is Microsoft Outlook Express and NHS web

How ICT helps Brooker Centre function effectively?

All of the patient records are stored on a computer which saves a lot of space because the manual storing of records takes up a lot of filing cabinets and can be very tedious to find records especially if they have been miss filed. On a computer these files can be easily filed in alphabetical order and searches can be performed to find any pacific file. Also files can be updated on the computer this prevents a lot of paper pushing.

SECTION

B

Section B Unit 2: Business systems portfolio

The organisations that I have collected documents from are Halton Hospital (North Cheshire hospitals), the Brooker Centre (5 borough partnership), Priory design (Technical Recruitment consultant) and MDA (Technical Personnel)

Organisations – Priory Design and MDA

Document 1 – Facsimile Message

Both documents are practically identical. The titles are bold and in uppercase, they then have the address, telephone and fax numbers and the e-mail and web address centred just below the title. Then there is all the necessary information e.g. No of sheets, From, Fax, Date, Transmittal To and For Attn of. Both then contain about 2/3 0f a page to be written on. Both then contain a caption at the bottom.

This document is used for external communication. This is visual document that is sent via the phone lines. It is like an email but it is sent to a machine that then prints out an exact copy of it. A fax can contain any information that needs to be physically and instantly sent to somebody requiring certain information. The documents' target audience for this document are clients and customers. This must be professional because it is a for front for advertising the company. The document is laid out professionally and in a formal manner.

Document 2 – Letterhead

Both documents are nearly the same. They have a coloured logo in the centre-top of the page. It then contains the address, telephone and fax numbers and the e-mail and web address centred just below the logo. At the bottom the documents contain three logos evenly spaced.

This document is used externally. The purpose of the document is to is to inform clients and customers about necessary information. The documents contain logos, address, telephone, fax, e-mail and web address. The target audience for the documents are clients and customers. The overall design is eye catching and looks very professional. The layout could be improved to add more effect although this layout makes the page look symmetrical.

PRIORY DESIGN

MDA

Document 3 – Time sheet

These documents both have a logo in the top left hand corner. Also they contain a column which is used for a job description. These also have daily columns to show the hours they have worked. Also these contain a space for an employees name and signature.

This document is used externally. The purpose of a time sheet is so that an employee can be paid for the hours that they have worked. The document contains very little actual information because the employee fills in the majority of the space. This document contains name, address, postcode, telephone number and fax. The overall design is good; the overall design is very good. The overall layout of the document is also professional but it could be improved.

Organisations – Halton Hospital and The Brooker Centre

Document 4 - forms

Both contain uppercase boring logos/titles, with no real pictures or colour. They also contain space to fill in details of what is required. Both forms contain space for the employee to name and sign.

The forms are used internally. The purpose of the document to collect information from employees so that they can receive a certain internal service. The document contains Name, Address, Date time, Signature etc. The target audience for this document is are employees of the hospital. The overall presentation of the documents is quite poor. The writing style is also relatively formal. The document is laid out well and everything fits on the page well.

No logo

No use of colour ✓

HALTON GENERAL HOSPITAL NHS TRUST

CATERING SERVICES DEPARTMENT

} *Tiny Heading*

HOSPITALITY FORM ← *Bold/unlined, capital*

AUTHORISATION BUDGET CODE   AC O92 TA 41 OOOOO

HOSPITALITY REQUIRED (Please tick box)

1. Tea   [✓]
2. Coffee   [✓]
3. Biscuits   [✓]
4. Working Lunch   [ ]
5. Other (Please specify)   [ ]

Instructions regarding service of above:

Sufficient Space for Instructions

....

....

....

....

....

Date .... Time .... Venue ....

Number Attending .... Nature of Meeting ....

Charge to:	1. A/C to be raised (See below)	2. Exchequer (Code required from Budget Holder)	3. Endowment

very little space

Name and Address for Account to be sent:

~ AC < C STCHINSON

CCCCCKCC COVTCE

Authorised by: .... Print Name J JOHNSON

More space availble (can be spaced out better)

_No Colour   No logo   _This is used if the duties of a job change_

not Bold   Change (14)

Please complete in black ink →

Bold, cap Underline

REQUEST FOR: VARIATION TO EXISTING POST/REPLACEMENT POST/NEW POST/
TEMPORARY OR PERMANENT CHANGE (Delete as appropriate)

JOB TITLE: → Capitals	GRADE:
LOCATION OF POST:	
FULL TIME/PART TIME EXISTING POSTHOLDER/PREVIOUS POSTHOLDER(S)/NEW _____ HOURS PER WEEK	

FULL STATEMENT OF CASE AND ALTERNATIVES CONSIDERED, WITH COST IMPLICATIONS

WILL POSTHOLDER HAVE SUBSTANTIAL ACCESS TO CHILDREN?   YES/NO

CAN NEW DEAL APPLICANTS BE CONSIDERED FOR THIS POST?   YES/NO
IF NO PLEASE GIVE REASONS:

ADVERTISEMENT REQUIRED: YES/NO
(If yes, updated Job Description and Person Specification attached). Suggest Main Points to be included
in Advertisement /Draft Advertisement attached

Qualifications/Experience Required   →   _not Capitals, not inkeeping with document_

Suggested Journals/Newspapers/Other Media:
Suggested Closing Date:
Days per week   _____   Hours of duty, please state rota:

Signed _____   Designation _____
Date _____

FINANCE DEPARTMENT FUNDING CONFIRMED/NOT CONFIRMED	DIRECTOR OF HUMAN RESOURCES & O.D. AGREED/NOT AGREED
Signed: _____	Signed: _____
Date: _____	Dated: _____

PERSONNEL DEPARTMENT
Date Manager informed of Decision/Copy of Signed Form to Finance: _____

Job Reference _____   Review Date _____

AO 3/2000

This is a map to Halton Hospital from surrounding areas — *un clear drawing*

HALTON GENERAL HOSPITAL → *bold capitals*
NHS TRUST

Hospital Way, Runcorn,
Cheshire, WA7 2DA ← *not centred*
Telephone 01928 714567

v. small →

From the M62 (N Manchester)

Leave the motorway at J7. At the island, take the A557 to Widnes and continue until it joins the A533 to cross the River Mersey. Then follow the instructions in italics below.

From Liverpool

Follow the A562 eastbound, signposted Widnes and Runcorn. Join the A533 and cross the River Mersey. Then follow the instructions in italics below.

v. small →

From the West via M56

Leave the motorway at J12. At the island, follow the A557 towards Liverpool. Then follow the directions in italics below.

From the East via M56 (S Manchester)

Leave the M56 at J12. At the island follow the A557 towards Liverpool. At the next island, stay on the A557. Then follow the instructions in italics below.

Keep to the left lane and take the first slip road which immediately bends right. Keep to the right hand lane and follow the A533 Northwich Road for a short distance. Take the next slip road up to an island. At the island, take the first left and immediately after take the slip road up to a T-junction. The hospital site is on the right. Car parks and Entrance 2 are on the right. Take the link road on the left for Entrance 1 and The Brooker Centre.

At the end of the bridge, follow the A533, bearing left then straight ahead. When the road splits for Warrington/Northwich, stay on the A533. Leave it at the sign for Halton Lea and join Halton Link Road. Cross the first island, take the first left at the second island, and continue straight on at the third island into Hospital Way. The Brooker Centre and Entrance 1 are on the right immediately after the health centre. There are public car parks to left and right.

Map labels: Offices/Residences · Busway · Entrance 1 · HALLWOOD HEALTH CENTRE · The Brooker Centre · POND · Entrance 2 · Education Centre · Hallwood Link Road

This is used like a memo

right Justified

5 Boroughs Partnership NHS

NHS Trust

large gap

TO: ↑   MAIN RECEPTION, THE BROOKER CENTRE

FROM:

Centred ← INFORMATION/ARRANGEMENTS SHEET

FOR DATE(S):

Box doesn't fill width of page

5 Boroughs Partnership NHS

↙ a few lines lower and centered

all very small ↗

Winwick, Warrington WA2 8WA

No use of colour

Application form

No logo is
Bold, Capital titles but v. small
5 Boroughs Partnership.

NORTH CHESHIRE HOSPITALS NHS TRUST - HALTON GENERAL HOSPITAL.

CAR PARK ACCESS PERMIT APPLICATION.

On the 6th March 1995, Halton General Hospital will operate a controlled car parking scheme, including the use of pay-and-display charges. Separate areas for staff based at Halton General Hospital will be provided, and these are free of charge to permit holders. Permits will be issued following application. A deposit of £20.00 will be required with the permit application which is refundable on cessation of employment with Halton General Hospital as long as the permit is returned to the Facilities Department. Please complete the form and return to General Office with correct payment, where you will be issued with a receipt.

Important Facts highlighted *Important*

YOU MUST INFORM FACILITIES, (EXTN. 3472) IF YOU CHANGE YOUR VEHICLE.

underlining of important facts
To much space

PLEASE USE BLOCK CAPITALS.

Surname: .... Mr / Dr / Miss / Mrs / Ms ....

First Name .... Job Title: ....

Extension No .... Bleep No: .... Dept / Ward: ....

Hospital / Organisation ....

MAIL ADDRESS (Please state exact location) ....

DETAILS OF FIRST VEHICLE.

Make: .... **Model:** ....

Registration No: .... **Colour:** ....

Signed: .... **Date:** ....

DETAILS OF SECOND VEHICLE (if applicable).

Make: .... **Model** ....

Registration No: .... **Colour:** ....

Signed: .... **Date:** ....

size of space (out of character with page

PAYMENT.

should be underlin or Bol(

I enclose payment of £20.00 deposit. (Please make cheques payable to North Cheshire Hospitals NHS Trust).

PLEASE TAKE / SEND PAYMENT ALONG WITH THIS FORM TO GENERAL OFFICE.

Document 5 – information/arrangement sheet

These documents contain black logos which would be much more impressive if it was colourful. They also contain all of the same features that a information sheets contain.

These documents are used internally. The purpose of them document is arrange and inform. The information contained in this document is the Date, to and from and tick boxes. The target audience for the documents is employees of the hospital. The overall design of the document is original and how I expect the document should look. The layout of the document is formal and professional.
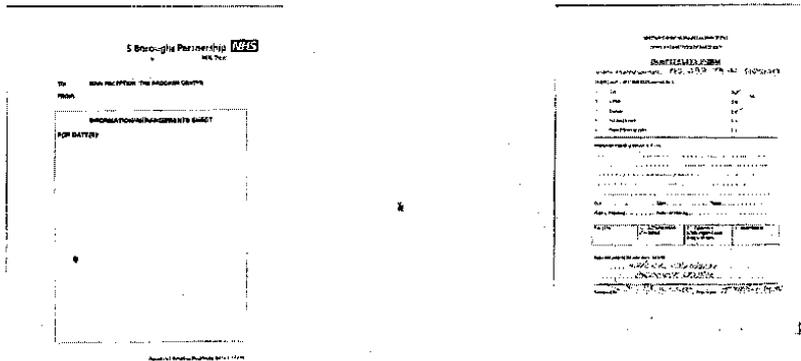
In studying these documents I have identified the common features of these documents. I have also found out the expected standards of these business documents and I can now use this information whilst improving them. When producing the documents I must keep a house style to maintain professionally looking documents. In a hospital it is vital to make these documents appear professional because hospitals are trusted part of the community. If these are found to be unprofessional the hospital may get a poor reputation.

General Standard of the documents produced

The following general standards are important:-
1. An understandable font e.g. Times new roman, Arial or Tahoma
2. All documents must contain a house style including logo, Address, Header and footer.

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3. Font size must be size 12 or 14 so that it can be easily read and so that it looks professional.

The documents that I have collected were of a very good standard although there were aspects of these documents which I feel could have been improved such as better spacing out of the documents and little bit of colour where necessary.

In studying the documents I have learned have a logo at the top of the document seems to be at the top of every of the 4 organisations documents. Also they use easily read fonts such as Times New Roman. Pictures are rarely used in these documents and the pictures that are used are carefully thought out. In knowing this I have produced the documents to the same house style as is used in the brooker centre.

SECTION

C

Section C

In studying the documents I have learned have a logo at the top of the document seems to be at the top of every of the 4 organisations documents. Also they use easily read fonts such as Times New Roman. Pictures are rarely used in these documents and the pictures that are used are carefully thought out. In knowing this I have produced the documents to the same house style as is used in the brooker centre.

The documents that I have produced are appropriate for the target audience. The target audience for these documents are mainly for hospital employees which is why technical terms can be used because employees are trained in these fields. My PowerPoint presentation has un-technical language and quite basic English because patient can read because it is on display in the entrance.

My documents meet their intended purpose, I know this because:-
- o My mail merge letters' intended purpose is to mass produced appointments letters. It meets its intended purpose because it is accurate, professional and can be used quickly and easily.
- o My newsletters' intended purpose is to inform patients and staff about the goings on inside the hospital. It meets its intended purpose because it looks professional, accurate and is easily read.
- o My PowerPoint presentations' purpose is to inform anybody entering the hospital about background information about the Brooker centre. It meets its intended purpose because it can be quickly and easily read. Also it looks professional and has adopted a house style.
- o My websites' intended purpose is to inform people about goings on inside the hospital and to allow people to log on and view information they require. It meets its intended purpose because it is very professional and keeps a house style.

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o My business cards' intended purpose is to hold details such as telephone number on a small piece of paper. It meets its intended purpose because its easily understood and looks professional.

I have used a full range of software such as:-
o Word2000 – to produce the mail merge letter and the newsletter
o Powerpoint2000 – to produce the presentation
o Dreamweaver3 - to produce the website
o Publisher - to produce the business cards

The software facilities that I have used are:-
- Mail merge
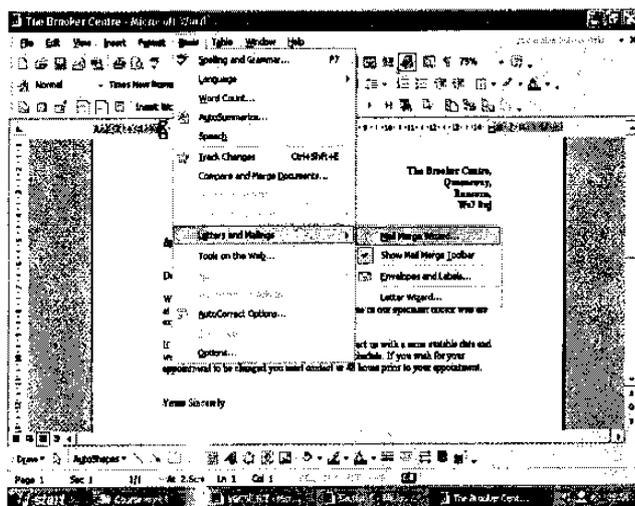
- Animation in Powerpoint
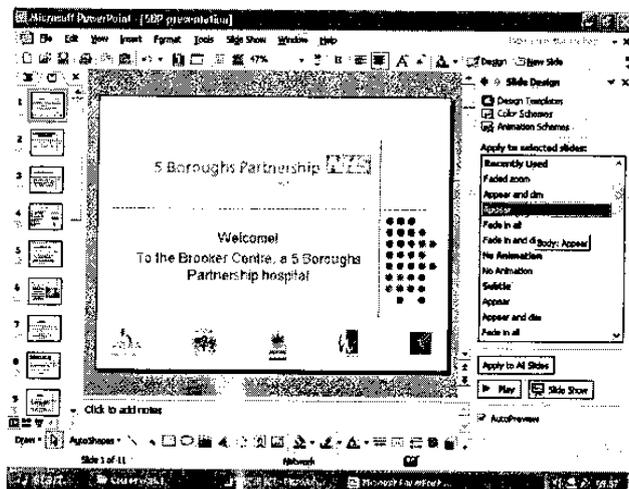
- Inserting frames into a website

- Inserting a table

- Producing a business card
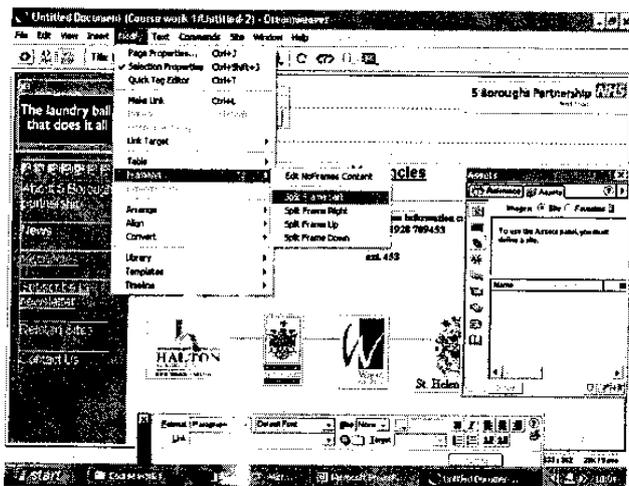
[handwritten: This document has been proof read by another student + the following changes have been made]

[handwritten: Draft]

[handwritten: 26]

5 Boroughs Partnership *NHS NHS Trust*

Newsletter – 13-02-2003

Issue 1

Welcome to the 5 Boroughs Partnership NHS Trusts monthly newsletter

We are a specialist NHS Trust,providing the mental health, including drug and alcohol services, child and adolescent mental health and specialist learning disabilities services for people living in the boroughs of Halton (including Frodsham and Helsby), Knowsley, St Helens, Warrington and Wigan & Leigh. We work in partnership with the Local Authorities in each of the five boroughs to ensure local delivery of services and their development in accordance with national guidance and local needs.

Staff receive royal award

Dr. June Tunstall (the Chief Medical Officer) and John Smith (both of whom were working for St Helens Health Authority at the time), first decided to tackle a problem in health care in local children's homes they could not have imagined that national recognition would come their way.

The service they created now helps some of the most deprived young people in the country with some of the most complex health and social needs. Working in a network of local homes, (some with secure facilities), it is designed to give the residents a chance to overcome their difficulties and find happier lives as more successful members of society.

Jobs

To find up to date job vacancies and information log on to the internet at

www.5boroughspartnership.nhs.uk
Or e-mail your CV to

jobs@5boroughsparnership.nhs.uk

Launch of Learning Academy

Over 250 visitors from all over the 5 Boroughs celebrated the launch of the Learning Foundation at Wigan Investment Centre on 24/07/02.

The second confernce in the Trust's "Values in Action" programme was taken over by the launch. There were delegates from all the stakeholder groups and there was a particularly strong attendance from service users and carers.

Welcoming them to the event, John Gartside, (Chair of the 5 Boroughs Partnership Trust), commended the principles of the Learning Foundation and urged all thoe involved towards action to achieve its aims.

HALTON
BOROUGH COUNCIL
RUNCORN · WIDNES

Wigan

WARRINGTON
COUNCIL

5 Boroughs Partnership **NHS**

Newsletter – 13-02-2003

Issue 1

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there

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Members of the public are very welcome to attend, so come along and see what the Trust is up to.

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0151234567
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5 Boroughs Partnership **NHS**

NHS Trust

Newsletter – 13-02-2003

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Welcome to the 5 Boroughs Partnership NHS Trusts monthly newsletter

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Staff receive royal award

Dr. June Tunstall (the Chief Medical Officer) and John Smith (both of whom were working for St Helens Health Authority at the time), first decided to tackle a problem in health care in local children's homes,they could not have imagined that national recognition would come their way.

The service they created now helps some of the most deprived young people in the country with some of the most complex health and social needs. Working in a network of local homes, (some with secure facilities), it is designed to give the residents a chance to overcome their difficulties and find happier lives as more successful members of society.

Jobs
To find up to date job vacancies and information log on to the internet at

www.5boroughspartnership.nhs.uk
Or e-mail your CV to

jobs@5boroughsparnership.nhs.uk

Launch of Learning Academy
Over 250 visitors from all over the 5 Boroughs celebrated the launch of the Learning Foundation at Wigan Investment Centre on 24/07/02.

The second conference in the Trust's "Values in Action" programme was taken over by the launch. There were delegates from all the stakeholder groups and there was a particularly strong attendance from service users and carers.

Welcoming them to the event, John Gartside, (Chair of the 5 Boroughs Partnership Trust), commended the principles of the Learning Foundation and urged all those involved towards action to achieve its aims.
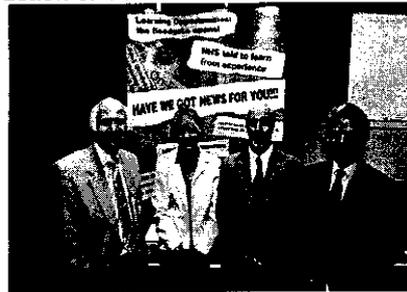
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5 Boroughs Partnership NHS
NHS Trust

The Brooker Centre,
Queensway,
Runcorn,
Wa7 8uj

Appointments

««GreetingLine»»

We are writing to inform you that you are due for a check up on the 15th March 2003
at 2:45 in the afternoon. You are booked in to se one of our specialist doctor who are *is an*   *see*
expert in the field of your condition.

cannot
If you can not come for your check up, please contact us with a more suitable date and
we will re arrange your appointment to suit your schedule. If you wish for your
appointment to be changed you must contact us 48 hours prior to your appointment.

Yours Sincerely

Chief Executive

Signed: *L. McMurtrie*

Laura McMurtie

HALTON

Trust HQ Hollins Park, Hollins lane, Winwick, Warrington
Tel: 01925 664000 E-Mail: hq@warrington-health.co.uk

INVESTORS IN PEOPLE

5 Boroughs Partnership NHS
NHS Trust

The Brooker Centre,
Queensway,
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Wa7 8uj

<u>Appointments</u>

Dear John Smith

We are writing to inform you that you are due for a check up on the 15th March 2003 at 2:45 in the afternoon. You are booked in to se one of our specialist doctor who are experts in the field of your condition.

If you can not come for your check up, please contact us with a more suitable date and we will re arrange your appointment to suit your schedule. If you wish for your appointment to be changed you must contact us 48 hours prior to your appointment.

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Dear Anne Jones

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Laura McMurtie

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5 Boroughs Partnership **NHS**
NHS Trust

<div align="right">

The Brooker Centre,
Queensway,
Runcorn,
Wa7 8uj

</div>

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Dear Tom Rowland

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5 Boroughs Partnership – Web site

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Done   Local intranet

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5 Boroughs Partnership NHS

Mr MJ Johnson

5 Boroughs Partnership
The Brooker Centre
Queensway
Runcorn
Wa7 8uj

Phone: 01928 664000
Fax: 01928 739678
Email: hq@warrington.co.uk

Draft

I have proof read this document and changed the mistakes

5 Boroughs Partnership NHS

Welcome!

To the Brooker Centre, a 5 Boroughs Partnership hospital

5 Boroughs Partnership
- Establishment

5 Boroughs Partnership was established in October 2001 – It was the joining together of hospitals from Halton, Wigan, Warrington, Knowsley and St Helens.

Healthcare

43

NHS CALL 24 HOURS ON **Direct** 0845 4647

LF The Learning Foundation

POSITIVE ABOUT DISABLED PEOPLE

o The type of healthcare that the Brooker centre offers is :-

o Psychiatry/Psychology

o Services for older people

o Patient that suffer with severe mental illness

o Nutrition and diabetics

o Health services

o Health service

o Speech therapy

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44

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Warrington's mental health division is the largest in 5 boroughs Partnership.

Hollins Park is the biggest single hospital within 5 boroughs Partnership.

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6 March 2003

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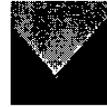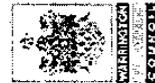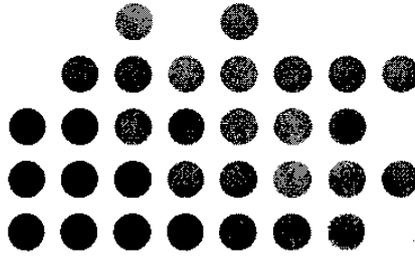
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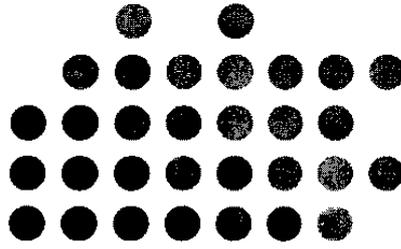
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The Learning Foundation — LF

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Section D

GCSE in Applied ICT (Double Award)

Dataflow diagrams

The task that I have been set for section D is to produce a dataflow diagram for one of the systems in the Brooker centre (5 boroughs partnership). I will monitor the dataflow of a booking system and in the hospital and analyse it fully then I will produce a table containing this information. Only then will I be able to produce a full Dataflow Diagram.

Input/output (box)
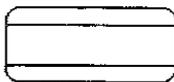
Process (sausage)

File (Open Rectangle)

Direction of Dataflow (arrow)

Input	Process	Output	File
Receptionist receives data from a phone call or letter	Enter data into patient file on the computer	New information can be viewed by the GP	Appointment file
Patient enquires	Checking patient history	Records of further appointments	Patient records
Reason that the came to hospital	Missed appointment	Sending letters for missed appointments	Referrals
Inserting into records that an appointment has been missed	Arranging a new appointment	Sending letters for missed appointments	Bed file
Appointment (Yes/No)			Missed appointment file

22

Dataflow Diagram of a booking system at Halton Hospital

Receptionist — 1 → Patient details — 2 → Appointment — Yes — 3

No

8 — Sending appointment letters ← 7 — Appointment letters ← Make an appointment — 6 ← Appointment file — 4

Inpatient — 11 ← Updating Patient records — 9 ← Information to the doctor

No

13

Yes

14 — Book a bed — 16 → Updating Patient records — 12 → Patient records file — 10

Information to GP

15 — Letter for further appointments

17 — Bed file
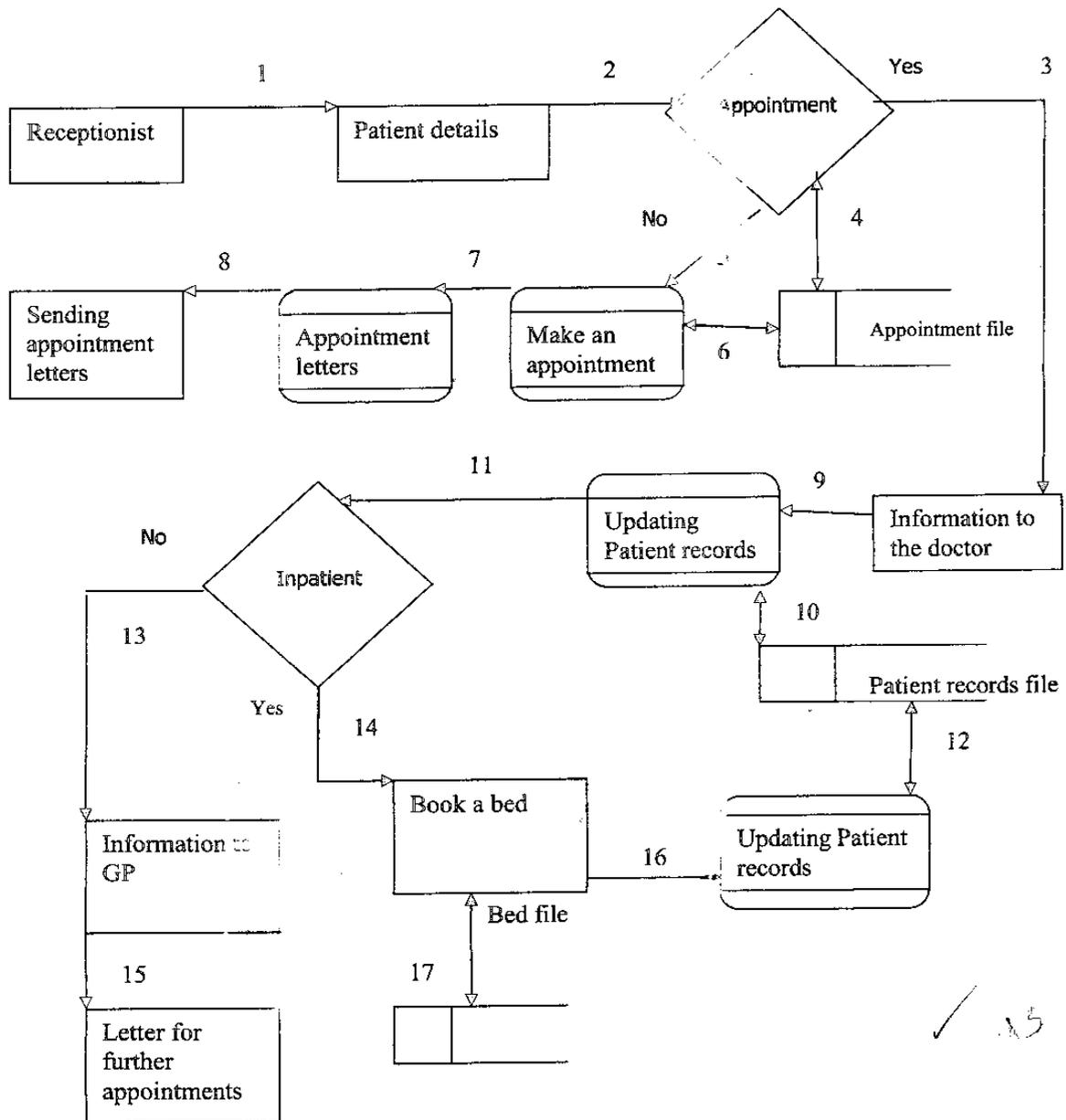
Number	Flow of data
1	Patient Details
2	Appointment details
3	Patient + Appointment details to doctor
4	Appointment details
5	Patient + Appointment details
6	Appointment details
7	Patient + Appointment details into a letter
8	letters
9	Change patient data
10	Patient records
11	Whether the patient is an inpatient or not
12	Patient records
13	Updated patient information and suggested information
14	Bed and patient information
15	Details about the letter
16	Bed and patient information
17	Bed and patient information

Section

E

Section E - Design Specification

I am going to produce a system that allows the user to send a letter to a patient using a database and a mail merge system when they have arranged an appointment so that they have a hard copy of their appointment details to prevent confusion. I will do this by using mail merge through a database.

User requirements

My system will -
- o Keep a record of patient details, including name, address etc.
- o Search for members who have up and coming appointments so that letters can be sent out. Queries can be performed to search for these in Access.
- o Produce a report for all the patients that have missed their appointments. For this a query must be performed and then a report from the query
- o Make a letter informing patients of their appointments. A mail merge letter can be produced in word using mail-merge wizard.

The Sources of Information needed for the system

The Information I need to produce this system is the appointment file, because this file contains the up and coming appointments. Also I will need patients records file, so that I can obtain the patient details such as there name, address, telephone number and postcode. I feel that a relationship between these two tables is necessary so that they can be linked and data can be drawn into the mail-merge letter from both tables. These details are needed, because the letters need to be sent to the patient's houses. I have thoroughly thought about what I am capable of and I have decided to produce two tables that have a relationship between them; one is going to be a patient details file and the other will be an appointments file.

Input

A patient rings up or calls in to the hospital to acquire an appointment, this will inputted by the person that takes the call, also letters can be inputted on the system to book an appointment all of this must be transferred onto the system for it to work. The data being inputted will be First Name, Surname, Address line1, Address line 2, Telephone number, Appointment date and date of birth for table 1 and Appointment date, Appointment Time and Doctor. Also both tables will contain an ID column this is the primary key and will be the column that the relationship will be between.

Process

The booking receptionist of the hospital will produce a daily report of all the appointments on that day for each individual doctor and will send letters to patients who have future appointments about a week in advance. This allows the patient to make arrangements for the appointment

Output

The report of patient's appointments will be produced and used. The letters for patient's appointments will sent out.

Types of software needed

A table of members will be set up using access (database package). This will allow queries of the database to be implicated. My patient appointment letters will be set up on word (word processing package) and I will use mail merge to input patient's details into the document.

Testing

The system will be tested by checking that the validation check has been correctly produced by entering correct and incorrect

data and it should not accept the incorrect data. Use the query function and list its outcome, then search the system manually and compare the results. Then produce a report for appointments and check that the data is correct. Output the letters using mail merge.

Plan of the Input to system of Table 1

Data	Data type	Data Length	Validation
First name	Text	20	
Surname	Text	20	
Address line 1	Text	20	
Address line 2	Text	20	
Telephone No.	Number	20	11 numbers only
Date of Birth	Date	8	Dates between 10/04/2003 and 10/04/1890. Day cannot be over 31 Month cannot be over 12.
Appointment date	Date	8	Dates over 10/04/2003. Day cannot be over 31 Month cannot be over 12.
Primary key	Auto- number	2	

Plan of Input to system of Table 2

Data	Data type	Data Length	Validation
Appointment Time	text	10	
Appointment Date	Date		>Date()
ID	Primary Key	50	
Doctor	Text	20	

Layout of Report produced

<div style="border:1px solid">

Report for Patients on the date of (date)
Appointments

Name   Address1   Address2   Appointment date   Postcode

</div>

Layout of mail merge letter
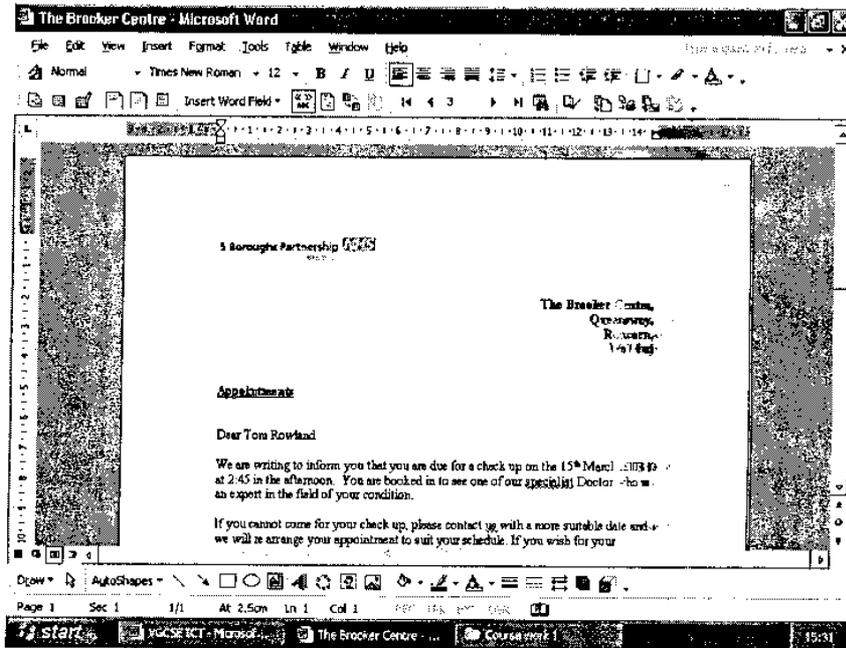
SECTION F

Implementation

The data being entered into my system has been obtained through people filling in information forms that contain their personal details. Appointment data has been obtained through patients calling up and arranging an appointment. Both would be then inputted into a computer.

The features of my database are; setting up fields, producing a form and relationships between the two tables and producing a mail merge letter

To use my system you must open the file '5BP Patient Records file' that is in the destination 'N:\VGCSE ICT\Course work 1'. After opening the file you can use the database to perform queries and reports, also it can be edited using the form or the table.

I have produced a database for The Brooker Centre (5 Boroughs Partnership) and from this database I have produced a mail merge system.

Creating the Database

I opened Microsoft access and open a blank database. I then was asked to save it – I called my database '5BP Patient Records File'. This contains two tables; one for appointments and one for patient records.

1
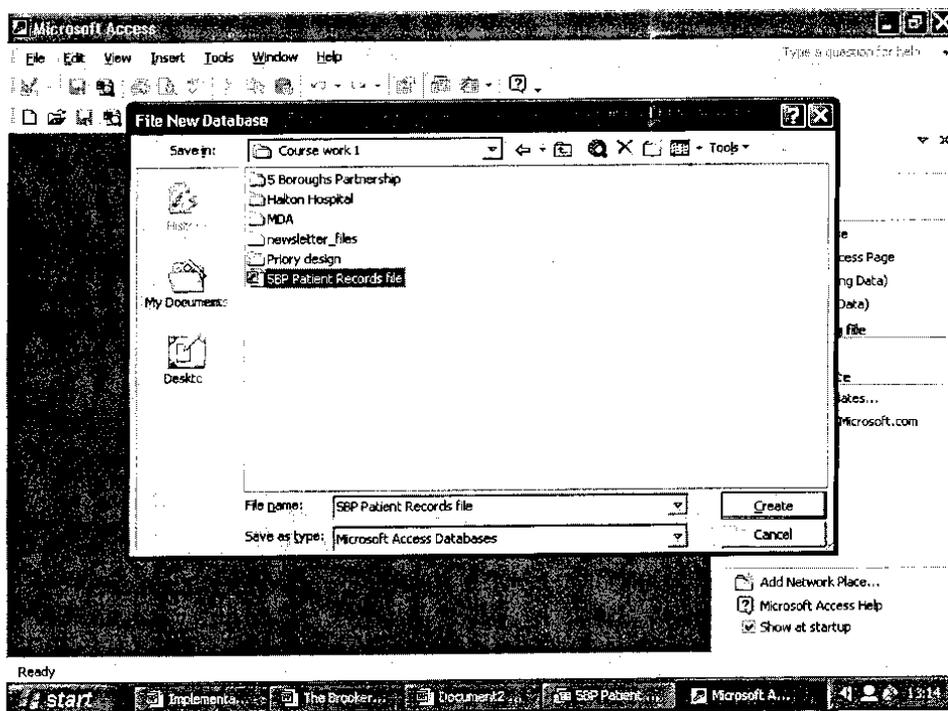
Creating Table 1 in Design View

The next step was to create the table in the design view and insert validation checks, number characters and data type the below table shows these.

Field Name	Data Type	No. of Characters	Validation
Forename	Autonumber	20	
Surname	Text	20	
Address 1	Text	20	
Address 2	Text	20	
ID	Text		
Telephone No.	Text	11	
Date of Birth	Date/time		<Date() And >#01/01/1900#
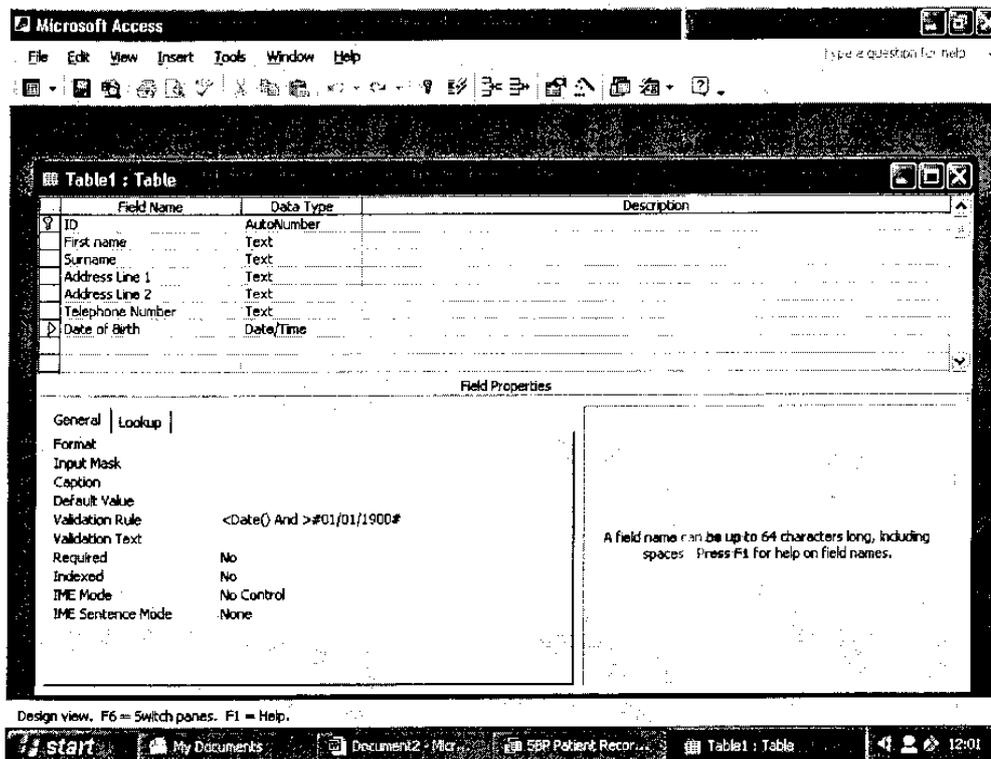
Entering a validation check

The next step is to enter validation checks in to my database. Validation checks are used to ensure that the data entered into the computer is sensible. The validation rule is highlighted in the below picture.

Entering the Data into Table 1

Go get out of the design view I clicked on the view button in the top left hand corner, highlighted in the below picture.
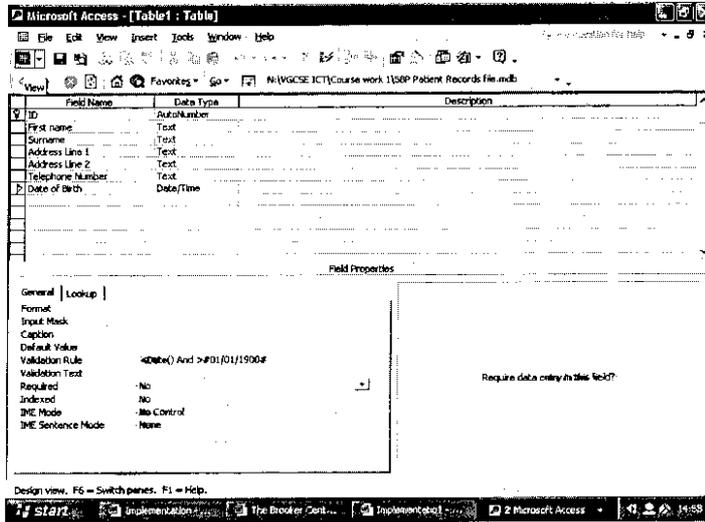
Then I had to enter the data into the blank columns that I had produced in the design view. I then adjusted the widths of the column so that they were sensible. I have only entered 15 records but all of the records would need to be entered in the real system.

4

GCSE in Applied ICT (Double Award)

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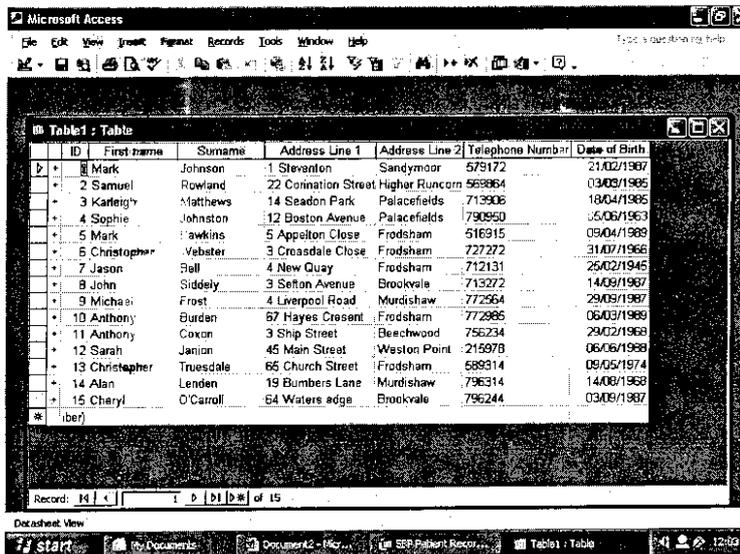
Creating Table 2 in design view

The next step was to create the second table in the design view to prevent some mistakes I have entered number characters and data type the below table shows these. In this table there were no columns that need validation checks.

Field Name	Data type	No. of Characters
ID	Autonumber	
Appointment Time	text	20
Appointment Date	Date/time	
doctor	text	20
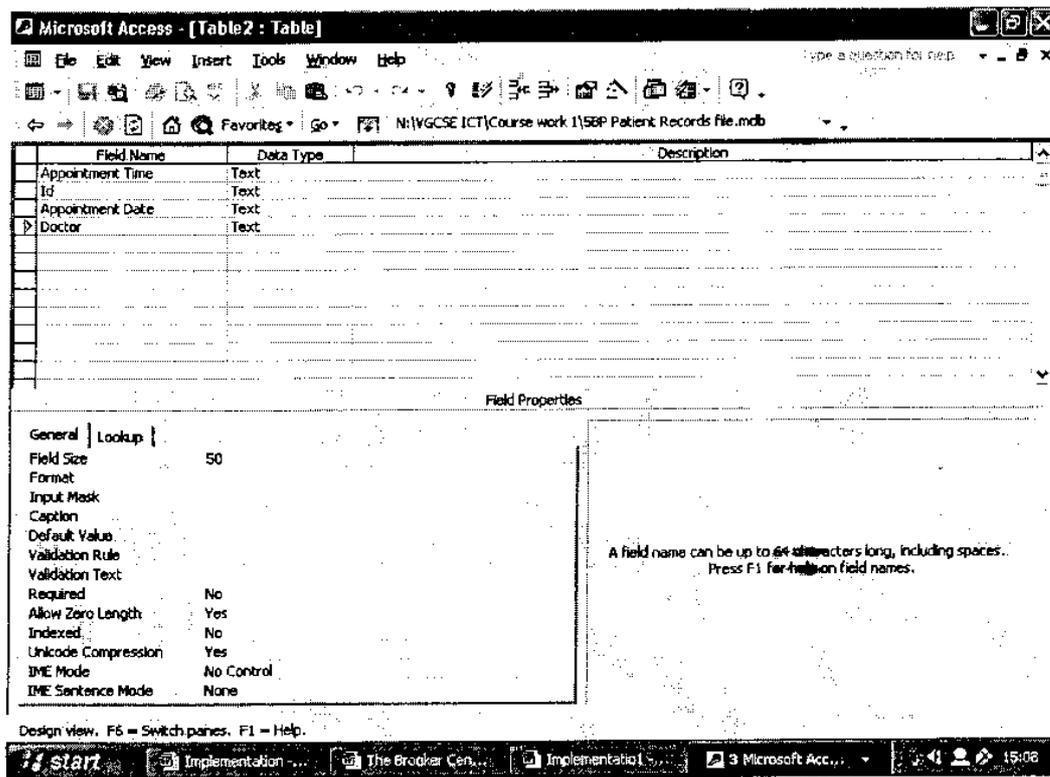
The next step is to get out of the design view I clicked on the view button in the top left hand corner, highlighted in an above picture.

Then I had to enter the data into the blank columns that I had produced in the design view. I then adjusted the widths of the column so that they were sensible. I have only entered 15 records but all of the records would need to be entered in the real system.

Appointment Time	Id	Appointment Date	Doctor
09:00	12	14/04/2003	Dr. Rayner
10:00	5	14/04/2003	Dr. Fearon
11:00	1	14/04/2003	Dr. Rayner
11:30	13	15/04/2003	Dr. Johnson
12:30	8	15/04/2003	Dr. Smith
15:00	2	15/04/2003	Dr. Johnson
18:00	10	16/04/2003	Dr. Rayner
19:00	9	16/04/2003	Dr. Fearon
10:00	3	16/04/2003	Dr. Smith
09:00	15	17/04/2003	Dr. Johnson
08:00	14	17/04/2003	Dr. Rayner
14:00	7	17/04/2003	Dr. Fearon
09:00	11	18/04/2003	Dr. Rayner
12:00	6	18/04/2003	Dr. Smith
14:00	4	18/04/2003	Dr. Johnson

Producing a Relationship between the two tables.

For a relationship to be able to work a column in both tables must be the same. In my case the ID columns were identical.

To produce a relation ship you must click on the relation ship button in the tools option.
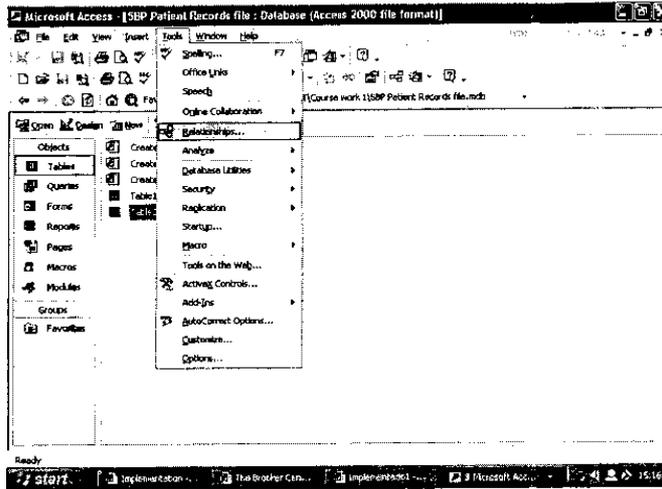
Then you have to drag one ID column to the one on the other table in the relationship view. When a line appears between the two tables to relation ship is created.
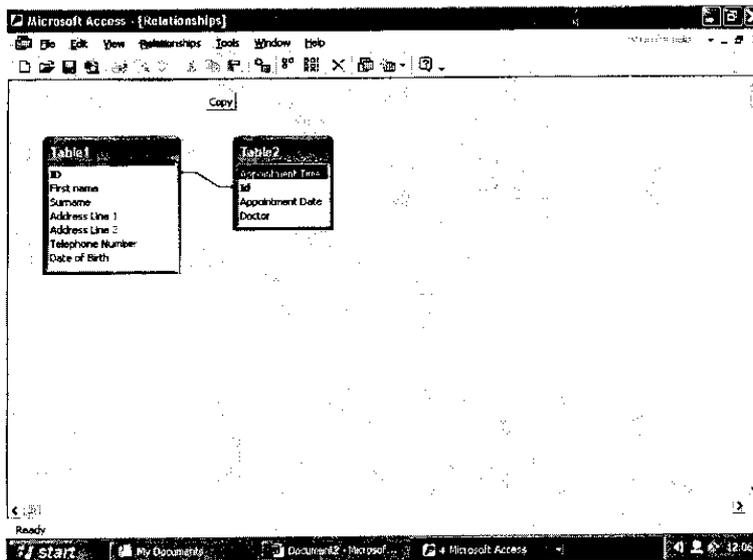
Creating Forms for both tables

Once that both tables were produced I was able to produce forms for them both so that new records can be easily and quickly inserted. I have produced the forms in the design view and I have inserted buttons for some of the main tasks on the forms. Also I have got a link between the two forms for easy referral between them.

Appointments Form (design view)

Firstly you must edit the form in a design view. I have inserted buttons into my form so that it is easy to edit
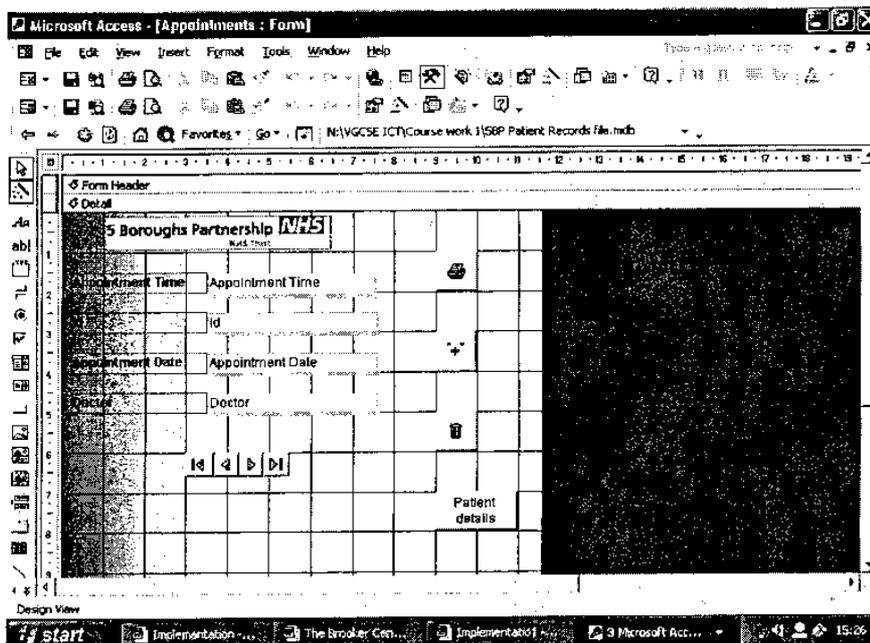
Appointment Form

This is my final form and as you can see it looks professional and can be easily understood

Patient Details form (design form)

This form is similar to the appointments form except that it contains fields of data.

Patient Details Form

This is the final design of my patient details form, it has the same house style as my appointments form because the hyperlinks connect the two forms and if they were different it would look bad and unprofessional.
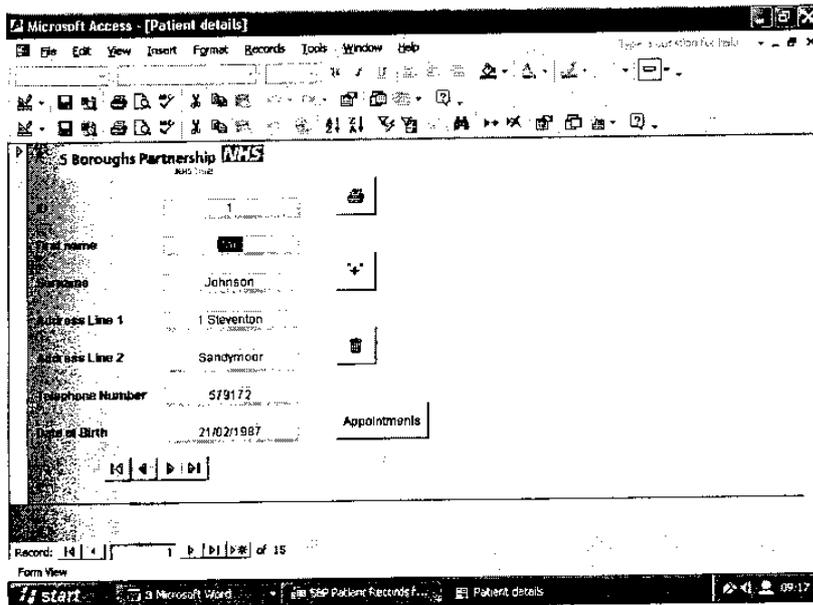
Attaching a hyperlink to a form

The next step was to attach a hyperlink so that appointments can be easily arranged using the forms. This makes the form more user friendly.
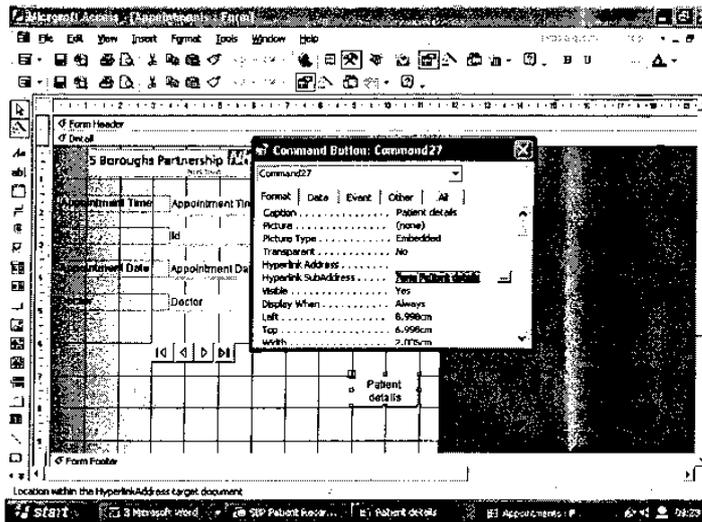
Adding a button to a form.

The next step was to add button for the basic procedures that will be used on a day-to-day basis. The command buttons I have used are 'Add new record', 'Delete record', 'Print record', 'next record', 'previous record', 'last record', 'first record' and 'go to the other form' (either appointments or patient details). All of these tasks can be done without the buttons, but these buttons make it easer to and more user friendly edit.
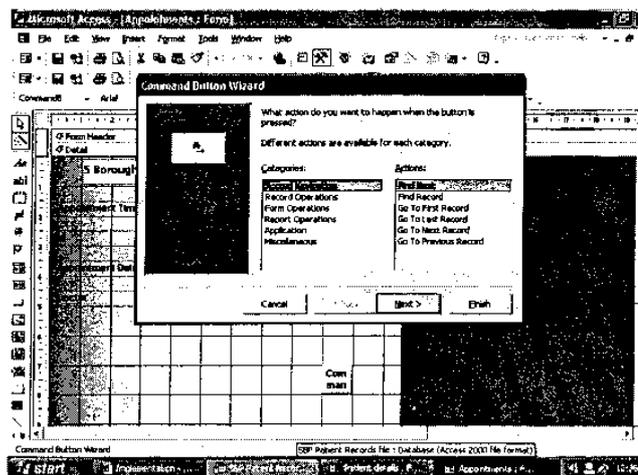
Producing the Mail-Merge letter

I used Microsoft word to produce a standard letter that will be able to be edited using mail merge wizard. The letter has all of its main details missed out, such as 'name', 'appointment time', 'appointment date'. The standard letter is featured below.
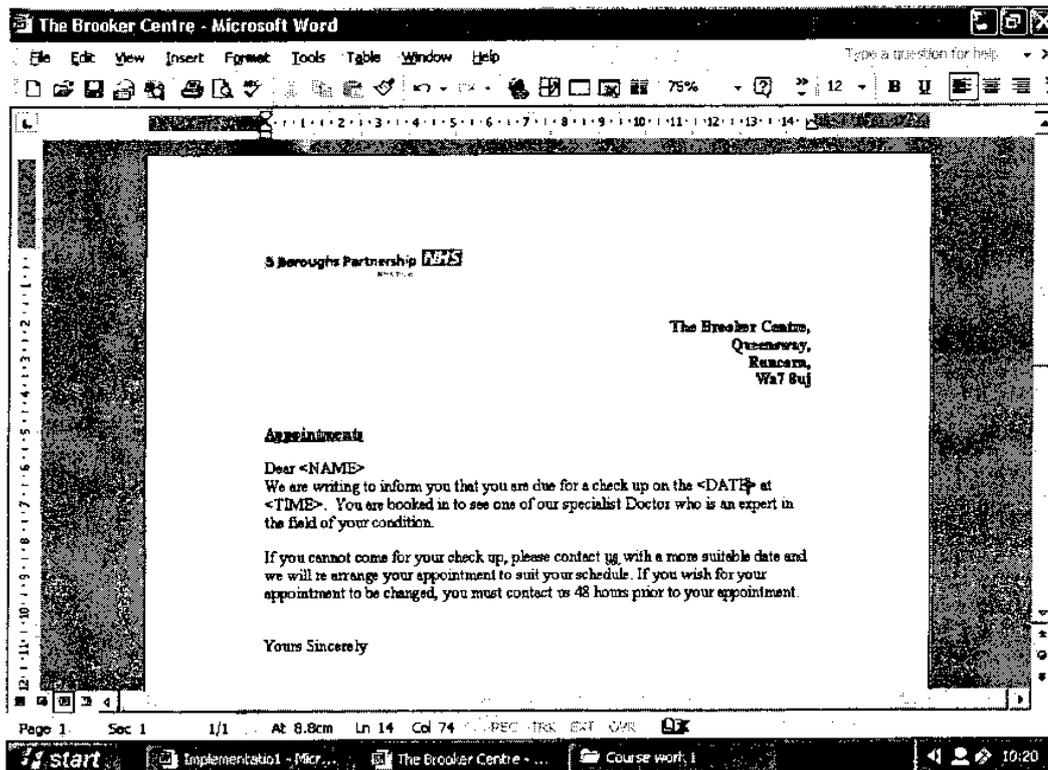
I then went through the mail merge wizard and replaced the blanks with the correct information. The mail merge wizard asked my to select a database and I selected the 5 Boroughs Partnership patient records file. It then asked you to select what you would like to insert and I clicked on 'more items', so that I could customise the system myself.
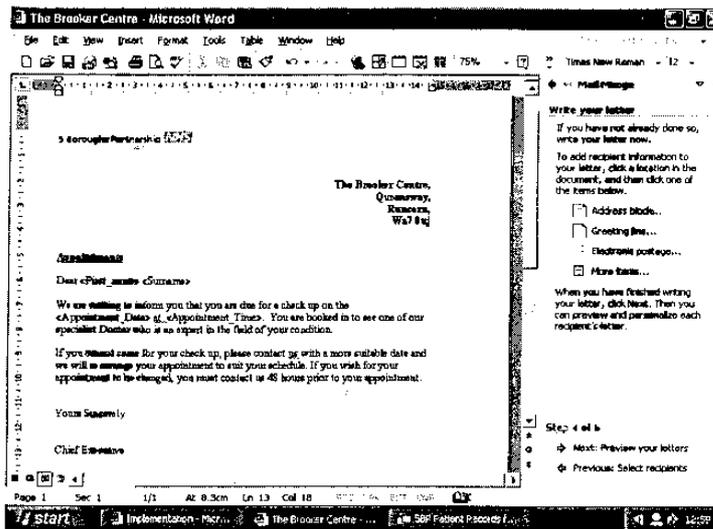
I then followed the instructions to complete the merge.
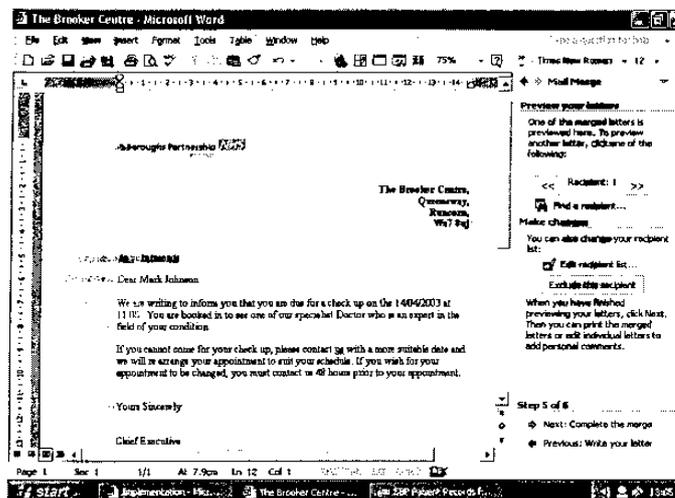
Once I had completed the merge I went through and saved all the files and then the system was completed.

Table1

iD	First name	Surname	Address Line 1	Address Line 2	Telephone Number	Date of Birth
1	Mark	Johnson	1 Steventon	Sandymoor	579172	21/02/1987
2	Samuel	Rowland	22 Corination Stree	Higher Runcor	569864	03/03/1985
3	Karleigh	Matthews	14 Seadon Park	Palacefields	713906	18/04/1985
4	Sophie	Johnston	12 Boston Avenue	Palacefields	790950	05/06/1963
5	Mark	Hawkins	5 Appelton Close	Frodsham	516915	09/04/1989
6	Christopher	Webster	3 Croasdale Close	Frodsham	727272	31/07/1966
7	Jason	Bell	4 New Quay	Frodsham	712131	25/02/1945
8	John	Siddely	3 Sefton Avenue	Brookvale	713272	14/09/1987
9	Michael	Frost	4 Liverpool Road	Murdishaw	772564	29/09/1987
10	Anthony	Burden	67 Hayes Cresent	Frodsham	772985	06/03/1989
11	Anthony	Coxon	3 Ship Street	Beechwood	756234	29/02/1968
12	Sarah	Janion	45 Main Street	Weston Point	215978	06/06/1988
13	Christopher	Truesdale	65 Church Street	Frodsham	589314	09/05/1974
14	Alan	Lenden	19 Bumbers Lane	Murdishaw	796314	14/08/1968
15	Cheryl	O'Carroll	64 Waters edge	Brookvale	796244	03/09/1987

Table2   13/05/2003

Appointment Time	Id	Appointment Date	Doctor
09:00	12	14/04/2003	Dr. Rayner
10:00	5	14/04/2003	Dr. Fearon
11:00	1	14/04/2003	Dr. Rayner
11:30	13	15/04/2003	Dr. Johnson
12:30	8	15/04/2003	Dr. Smith
15:00	2	15/04/2003	Dr. Johnson
18:00	10	16/04/2003	Dr. Rayner
19:00	9	16/04/2003	Dr. Fearon
10:00	3	16/04/2003	Dr. Smith
09:00	15	17/04/2003	Dr. Johnson
08:00	14	17/04/2003	Dr. Rayner
14:00	7	17/04/2003	Dr. Fearon
09:00	11	18/04/2003	Dr. Rayner
12:00	6	18/04/2003	Dr. Smith
14:00	4	18/04/2003	Dr. Johnson

Appointments Form

Patient Details Form

5 Boroughs Partnership NHS
NHS Trust

The Brooker Centre,
Queensway,
Runcorn,
Wa7 8uj

<u>Appointments</u>

Dear <NAME>
We are writing to inform you that you are due for a check up on the <DATE> at
<TIME>. You are booked in to see one of our specialist Doctor who is an expert in
the field of your condition.

If you cannot come for your check up, please contact us with a more suitable date and
we will re arrange your appointment to suit your schedule. If you wish for your
appointment to be changed, you must contact us 48 hours prior to your appointment.

Yours Sincerely

Chief Executive

Signed: *L. McMurtrie*

Laura McMurtie

HALTON
BOROUGH COUNCIL
RUNCORN · WIDNES

Trust HQ Hollins Park, Hollins lane, Winwick, Warrington
Tel: 01925 664000 E-Mail: hq@warrington-health.co.uk

Section

G

User requirements

My system will:-
- o Keep a record of patient details
- o Search for members who have up and coming appointments so that letters can be sent
- o Produce a report for all the patients that have missed their appointment
- o Make a letter informing patients of their appointments

Evaluation

I have fulfilled all of my user requirements. My patient details table keeps a record of patient details. Also my appointments table holds information about appointment details on different patients. I have produced a query for members with appointments on the 14/04/2003. From this, letters can be sent to people with the appointments on that date. I have produced a query and a report for patients that have missed there appointments. I have printed off all of my mail merge letters to inform people that they have an appointment.

Possible Modifications & Future extensions

I feel that I could have added an additional column to my database called 'Missed Appointments' it would contain a tick box that if possible would automatically be ticked if an appointment is missed. This would help the person editing the database, because it's more visual than all text and ist different which makes it stand out, so that it can be quickly and easily edited.

If I added further records to my table it would have allowed me to perform more detailed queries. This would make the table and the queries more accurate.

Validation Checks for Date of Birth on the Patient records table

Validation Rule - <Date() And >#01/01/1900#

The below screen dump shows my table containing a correct value. Using 03/09/1987

The below screen dump shows my table containing an incorrect value. Using 03/09/2004

The below screen dump shows my table containing an extreme value. Using 03/09/2504

Validation Checks for Date of Appointment on the Appointments table

Validation Rule - >Date()

48

The below screen dump shows my table containing a correct value. Using 14/08/2003

The below screen dump shows my table containing an incorrect value. Using 14/04/2003

The below screen dump shows my table containing an extreme value. Using 14/08/2504
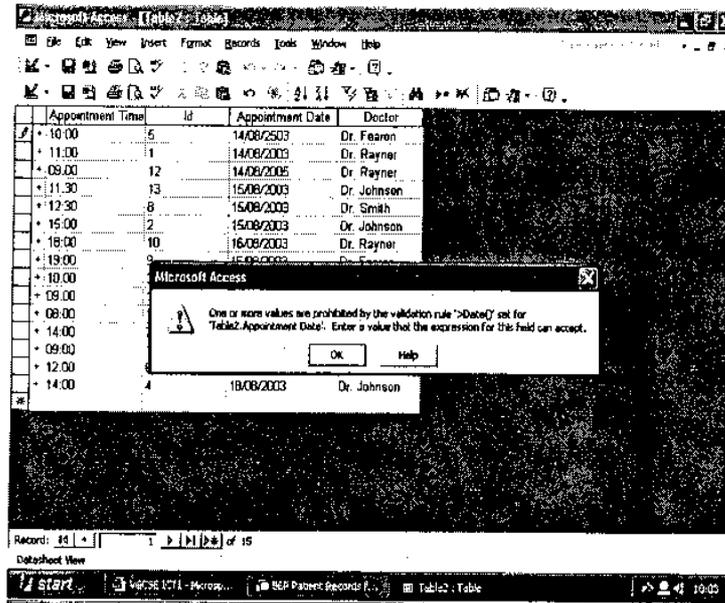
Overall the system works and I feel that there are very few modification that I could possibly do. However I do feel that my system could be improved

5 Boroughs Partnership NHS
NHS Trust

The Brooker Centre,
Queensway,
Runcorn,
Wa7 8uj

Appointments

Dear Mark Johnson
We are writing to inform you that you are due for a check up on the 4/14/2003 at
9:00:00 AM. You are booked in to see one of our specialist Doctor who is an expert
in the field of your condition.

If you cannot come for your check up, please contact us with a more suitable date and
we will re arrange your appointment to suit your schedule. If you wish for your
appointment to be changed, you must contact us 48 hours prior to your appointment.

Yours Sincerely

Chief Executive

Signed: *L. McMurtrie*

Laura McMurtie

HALTON

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NHS Trust

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Queensway,
Runcorn,
Wa7 8uj

<u>Appointments</u>

Dear Samuel Rowland

We are writing to inform you that you are due for a check up on the 4/14/2003 at
10:00:00 AM. You are booked in to see one of our specialist Doctor who is an expert
in the field of your condition.

If you cannot come for your check up, please contact us with a more suitable date and
we will re arrange your appointment to suit your schedule. If you wish for your
appointment to be changed, you must contact us 48 hours prior to your appointment.

Yours Sincerely

Chief Executive

Signed: *L. McMurtrie*

Laura McMurtie

HALTON

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5 Boroughs Partnership **NHS**
NHS Trust

The Brooker Centre,
Queensway,
Runcorn,
Wa7 8uj

<u>Appointments</u>

Dear Karleigh Matthews
We are writing to inform you that you are due for a check up on the 4/14/2003 at
11:00:00 AM. You are booked in to see one of our specialist Doctor who is an expert
in the field of your condition.

If you cannot come for your check up, please contact us with a more suitable date and
we will re arrange your appointment to suit your schedule. If you wish for your
appointment to be changed, you must contact us 48 hours prior to your appointment.

Yours Sincerely

Chief Executive

Signed: *L. McMurtrie*

Laura McMurtie

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NHS Trust

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Runcorn,
Wa7 8uj

Appointments

Dear Sophie Johnston
We are writing to inform you that you are due for a check up on the 4/15/2003 at
11:30:00 AM. You are booked in to see one of our specialist Doctor who is an expert
in the field of your condition.

If you cannot come for your check up, please contact us with a more suitable date and
we will re arrange your appointment to suit your schedule. If you wish for your
appointment to be changed, you must contact us 48 hours prior to your appointment.

Yours Sincerely

Chief Executive

Signed: *L. McMurtie*

Laura McMurtie

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5 Boroughs Partnership NHS
NHS Trust

<div align="right">

The Brooker Centre,
Queensway,
Runcorn,
Wa7 8uj

</div>

Appointments

Dear Mark Hawkins
We are writing to inform you that you are due for a check up on the 4/15/2003 at
12:30:00 PM. You are booked in to see one of our specialist Doctor who is an expert
in the field of your condition.

If you cannot come for your check up, please contact us with a more suitable date and
we will re arrange your appointment to suit your schedule. If you wish for your
appointment to be changed, you must contact us 48 hours prior to your appointment.

Yours Sincerely

Chief Executive

Signed: *L. McMurtie*

Laura McMurtie

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NHS Trust

<div align="right">

The Brooker Centre,
Queensway,
Runcorn,
Wa7 8uj

</div>

<u>**Appointments**</u>

Dear Christopher Webster
We are writing to inform you that you are due for a check up on me 4/15/2003 at
3:00:00 PM. You are booked in to see one of our specialist Doctor who is an expert
in the field of your condition.

If you cannot come for your check up, please contact us with a more suitable date and
we will re arrange your appointment to suit your schedule. If you wish for your
appointment to be changed, you must contact us 48 hours prior to your appointment.

Yours Sincerely

Chief Executive

Signed: *L. McMurtrie*

Laura McMurtie

HALTON

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---

5 Boroughs Partnership *NHS*
NHS Trust

The Brooker Centre,
Queensway,
Runcorn,
Wa7 8uj

<u>Appointments</u>

Dear Jason Bell
We are writing to inform you that you are due for a check up on the 4/16/2003 at
6:00:00 PM. You are booked in to see one of our specialist Doctor who is an expert
in the field of your condition.

If you cannot come for your check up, please contact us with a more suitable date and
we will re arrange your appointment to suit your schedule. If you wish for your
appointment to be changed, you must contact us 48 hours prior to your appointment.

Yours Sincerely

Chief Executive

Signed: *L. McMurtrie*

Laura McMurtie

HALTON
SCENERY CENTER
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5 Boroughs Partnership NHS
NHS Trust

The Brooker Centre,
Queensway,
Runcorn,
Wa7 8uj

Appointments

Dear John Siddely
We are writing to inform you that you are due for a check up on the 4/16/2003 at
7:00:00 PM. You are booked in to see one of our specialist Doctor who is an expert
in the field of your condition.

If you cannot come for your check up, please contact us with a more suitable date and
we will re arrange your appointment to suit your schedule. If you wish for your
appointment to be changed, you must contact us 48 hours prior to your appointment.

Yours Sincerely

Chief Executive

Signed: L. McMurtrie

Laura McMurtie

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5 Boroughs Partnership **NHS**
NHS Trust

The Brooker Centre,
Queensway,
Runcorn,
Wa7 8uj

<u>Appointments</u>

Dear Michael Frost
We are writing to inform you that you are due for a check up on the 4/16/2003 at
10:00:00 AM. You are booked in to see one of our specialist Doctor who is an expert
in the field of your condition.

If you cannot come for your check up, please contact us with a more suitable date and
we will re arrange your appointment to suit your schedule. If you wish for your
appointment to be changed, you must contact us 48 hours prior to your appointment.

Yours Sincerely

Chief Executive

Signed: *L. McMurtrie*

Laura McMurtie

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5 Boroughs Partnership NHS
NHS Trust

The Brooker Centre,
Queensway,
Runcorn,
Wa7 8uj

<u>Appointments</u>

Dear Anthony Burden
We are writing to inform you that you are due for a check up on the 4/17/2003 at
9:00:00 AM. You are booked in to see one of our specialist Doctor who is an expert
in the field of your condition.

If you cannot come for your check up, please contact us with a more suitable date and
we will re arrange your appointment to suit your schedule. If you wish for your
appointment to be changed, you must contact us 48 hours prior to your appointment.

Yours Sincerely

Chief Executive

Signed: L. McMurtrie

Laura McMurtie

HALTON
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5 Boroughs Partnership NHS
NHS Trust

The Brooker Centre,
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Wa7 8uj

Appointments

Dear Anthony Coxon

We are writing to inform you that you are due for a check up on the 4/17/2003 at 8:00:00 AM. You are booked in to see one of our specialist Doctor who is an expert in the field of your condition.

If you cannot come for your check up, please contact us with a more suitable date and we will re arrange your appointment to suit your schedule. If you wish for your appointment to be changed, you must contact us 48 hours prior to your appointment.

Yours Sincerely

Chief Executive

Signed: *L. McMurtrie*

Laura McMurtie

HALTON

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Tel: 01925 664000 E-Mail: hq@warrington-health.co.uk

15/05/2003

Appointments for the 14/04/2003

ID	Forename	Surname	Address 1	Address 2	Telephone No	Date of Birth	Appointment Time	Appointment Date	Doctor
1	Mark	Johnson	1 Steventon	Sandymoor		21/02/1987	09:00	14/04/2003	Dr. Rayner
2	Samuel	Rowland	22 Corination Street	Higher Runcor		03/03/1985	10:00	14/04/2003	Dr. Fearon
3	Karleigh	Matthews	14 Seadon Park	Palacefields		18/04/1985	11:00	14/04/2003	Dr. Rayner

Appointments for the 14/04/2003

ID	Forename	Surname	Address 1	Address 2	?phone No	Date of Birth	intment Time	intment Date	Doctor
1	Mark	Johnson	1 Steventon	Sandymoor		21/02/1987	09:00	14/04/2003	Dr. Rayner
2	Samuel	Rowland	22 Corination Street	Higher Runcorn		03/03/1985	10:00	14/04/2003	Dr. Fearon
3	Karleigh	Matthews	14 Seadon Park	Palacefields		18/04/1985	11:00	14/04/2003	Dr. Rayner

People that live in Frodsham

15/05/2003

ID	Forename	Surname	Address 1	Address 2	Telephone No	Date of Birth	Appointment Time	Appointment Date	Doctor
5	Mark	Hawkins	5 Appelton Close	Frodsham		09/04/1989	12:30	15/04/2003	Dr. Smith
6	Christopher	Webster	3 Croasdale Close	Frodsham		31/07/1966	15:00	15/04/2003	Dr. Johnson
7	Jason	Bell	4 New Quay	Frodsham		25/02/1945	18:00	16/04/2003	Dr. Rayner
10	Anthony	Burden	67 Hayes Cresent	Frodsham		06/03/1989	09:00	17/04/2003	Dr. Johnson
13	Christopher	Truesdale	65 Church Street	Frodsham		09/05/1974	09:00	18/04/2003	Dr. Rayner

People that live in Frodsham

ID	Forename	Surname	Address 1	Address 2	ephone No	Date of Birth	intment Time	intment Date	Doctor
5	Mark	Hawkins	5 Appelton Close	Frodsham		09/04/1989	12:30	15/04/2003	Dr. Smith
6	Christopher	Webster	3 Croasdale Close	Frodsham		31/07/1966	15:00	15/04/2003	Dr. Johnson
7	Jason	Bell	4 New Quay	Frodsham		25/02/1945	18:00	16/04/2003	Dr. Rayner
10	Anthony	Burton	57 Hayes Cresent	Frodsham		06/03/1989	09:00	17/04/2003	Dr. Johnson
13	Christopher	Truesdale	65 Church Street	Frodsham		09/05/1974	09:00	18/04/2003	Dr. Rayner

Appintments Times for 09:00

15/05/2003

ID	Forename	Surname	Address 1	Address 2	Telephone No	Date of Birth	Appointment Time	Appointment Date	Doctor
1	Mark	Johnson	1 Steventon	Sandymoor		21/02/1987	09:00	14/04/2003	Dr. Rayner
13	Christopher	Truesdale	65 Church Street	Frodsham		09/05/1974	09:00	18/04/2003	Dr. Rayner

Appointments Times for 09:00

ID	Forename	Surname	Address 1	Address 2	Telephone No	Date of Birth	Appointment Time	Appointment Date	Doctor
1	Mark	Johnson	1 Steventon	Sandymoor		21/02/1987	09:00	14/04/2003	Dr. Rayner
13	Christopher	Truesdale	65 Church Street	Frodsham		09/05/1974	09:00	18/04/2003	Dr. Rayner

GCSE in Applied ICT (Double Award)

ID1	ID	Forename	Surname	Address 1	Address 2	Telephone No	Date of Birth	Appointment Time	Appointment Date	Doctor
1	1	Mark	Johnson	1 Steventon	Sandymoor		21/02/1987	09:00	14/04/2003	Dr. Rayner
3	3	Karleigh	Matthews	14 Seadon Park	Palacefields		18/04/1985	11:00	14/04/2003	Dr. Rayner
7	7	Jason	Bell	4 New Quay	Frodsham		25/02/1945	18:00	16/04/2003	Dr. Rayner
11	11	Anthony	Coxon	3 Ship Street	Beechwood		29/02/1968	08:00	17/04/2003	Dr. Rayner
13	13	Christopher	Truesdale	65 Church Street	Frodsham		09/05/1974	09:00	18/04/2003	Dr. Rayner

Appointments for Dr Rayner

ID	Forename	Surname	Address 1	Address 2	ephone No	Date of Birth	intment Time	intment Date	Doctor
1	Mark	Johnson	1 Steventon	Sandymoor		21/02/1987	09:00	14/04/2003	Dr. Rayner
3	Karleigh	Matthews	14 Seadon Park	Palacefields		18/04/1985	11:00	14/04/2003	Dr. Rayner
7	Jason	Bell	4 New Quay	Frodsham		25/02/1945	18:00	16/04/2003	Dr. Rayner
11	Anthony	Coxon	3 Ship Street	Beechwood		29/02/1968	08:00	17/04/2003	Dr. Rayner
13	Christopher	Truesdale	65 Church Street	Frodsham		09/05/1974	09:00	18/04/2003	Dr. Rayner

People with the name "Christopher"

15/05/2003

ID	Forename	Surname	Address 1	Address 2	Telephone No	Date of Birth	Appointment Time	Appointment Date	Doctor
6	Christopher	Webster	3 Croasdale Close	Frodsham		31/07/1966	15:00	15/04/2003	Dr. Johnson
13	Christopher	Truesdale	65 Church Street	Frodsham		09/05/1974	09:00	18/04/2003	Dr. Rayner

People with the name "Christopher"

ID	Forename	Surname	Address 1	Address 2	Phone No	Date of Birth	intment Time	intment Date	Doctor
6	Christopher	Webster	3 Croasdale Close	Frodsham		31/07/1966	15:00	15/04/2003	Dr. Johnson
13	Christopher	Truesdale	65 Church Street	Frodsham		09/05/1974	09:00	18/04/2003	Dr. Rayner

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People that missed there Appointments

16/05/2003

ID	Forename	Surname	Address 1	Address 2	Telephone No	Date of Birth	Appointment Time	Appointment Date	Doctor
6	Christopher	Webster	3 Croasdale Close	Frodsham		31/07/1966	15:00	13/04/2003	Dr. Johnson
10	Anthony	Burden	67 Hayes Cresent	Frodsham		06/03/1989	09:00	13/04/2003	Dr. Johnson
14	Alan	Lenden	19 Bumbers Lane	Murdishaw		14/08/1968	12:00	13/04/2003	Dr. Smith

People that missed there Appointments

ID	Forename	Surname	Address 1	Address 2	Telephone No	Date of Birth	Appointment Time	Appointment Date	Doctor
6	Christopher	Webster	3 Croasdale Close	Frodsham		31/07/1966	15:00	13/04/2003	Dr. Johnson
10	Anthony	Burden	67 Hayes Cresent	Frodsham		06/03/1989	09:00	13/04/2003	Dr. Johnson
14	Alan	London	10 Pumbers Lane	Murdishaw		14/08/1968	12:00	13/04/2003	Dr. Smith

GCSE in Applied ICT (Double Award)

Section

H

Contents – User Guide

In this section I'm going to produce a user guide to try and answer any questions that anybody may have about this system.

How to load the database

First you must load up Microsoft Access from the start menu.
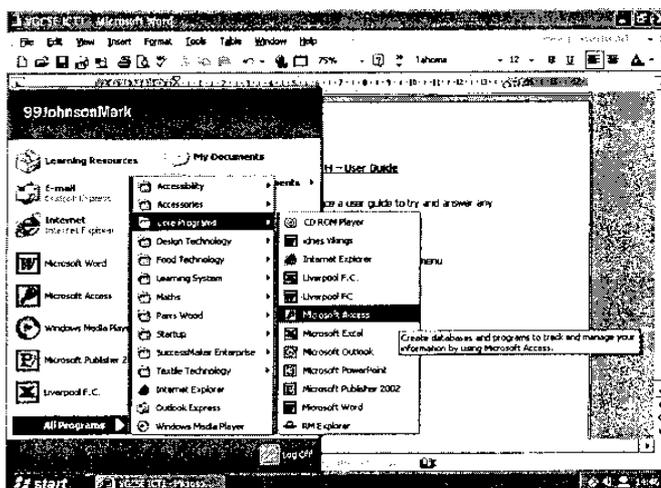
Then you must open the file '5BP Patient details file' from the open option in Microsoft Access.
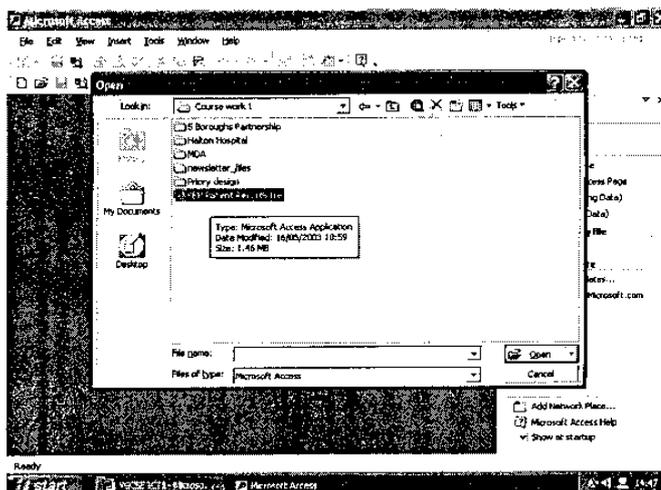
Firstly you must open the form from the environment screen inside the database.
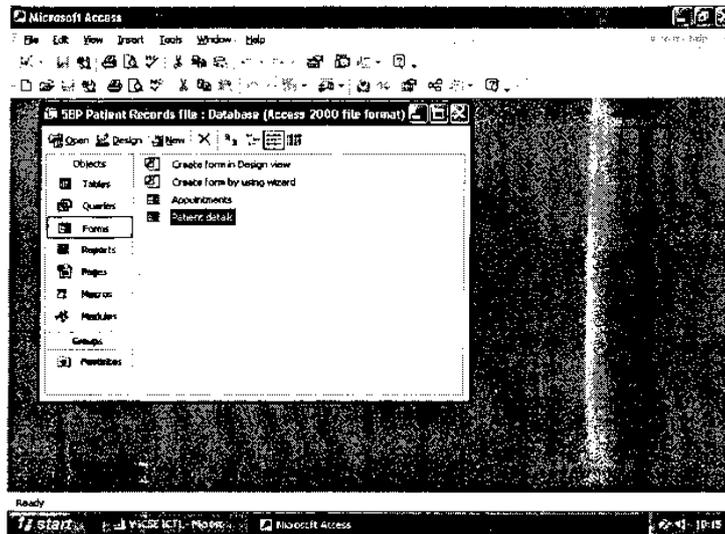
To enter data you must go the form that you wish to enter the data, either appointments or patient details. Then you must click on the '+' sign to add a new record you can then fill in all of the necessary data. Doing this also adds a new record to your table.

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Oxford, Cambridge and RSA Examinations
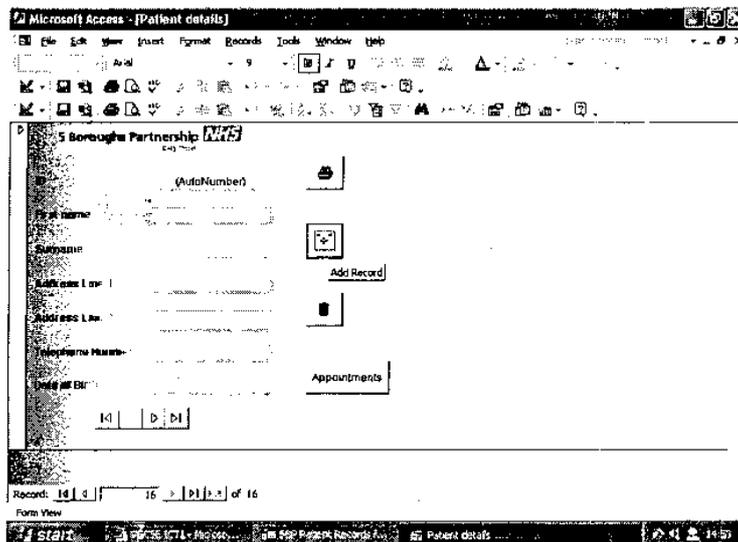
How to save work

To save your work you must click on the floppy disk sign or by clicking on save in the file menu in the top right hand corner.
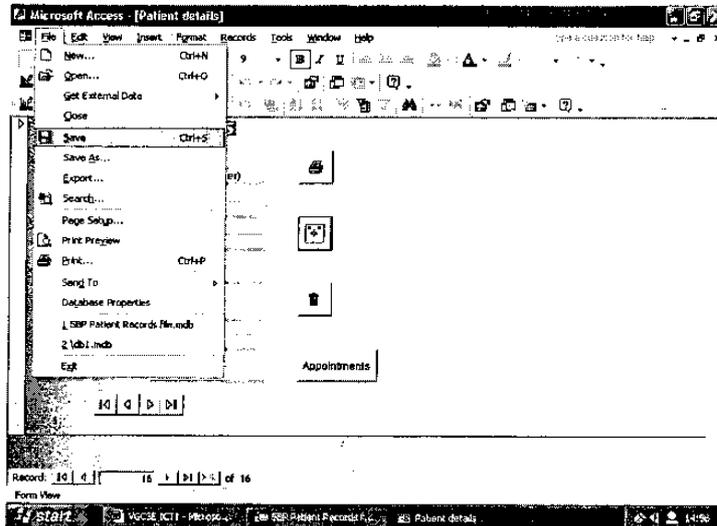
How to change Data

Firstly you open the table/form that you wish to edit. Then you find the information that you wish to change you can then make you corrections.
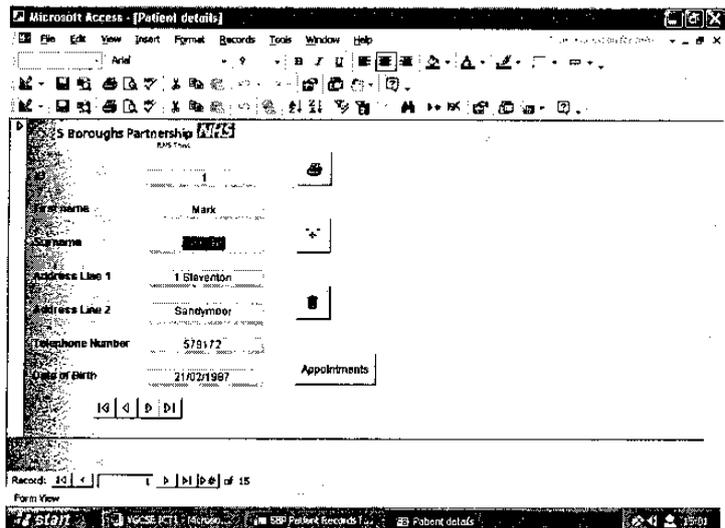
How to perform a search/query

Firstly you click on 'query' then you should click on 'create query using wizard'
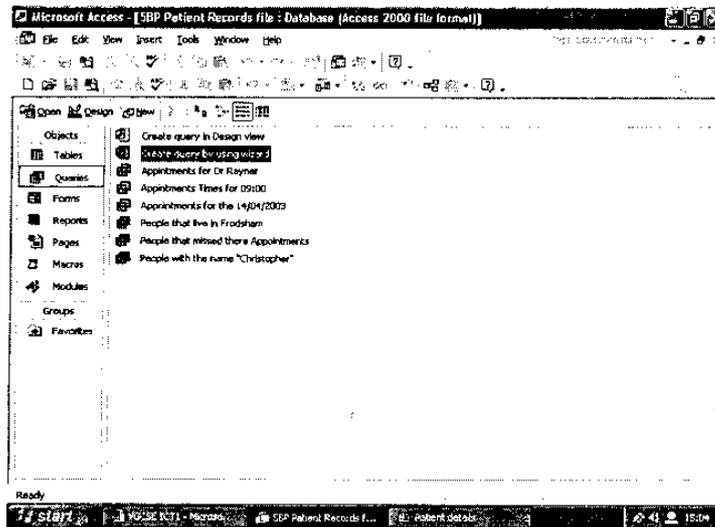
Then you can select the fields on the table that you wish to incorporate in the query. Then you give your query a title and follow the wizard through the stages up to clicking on finish.
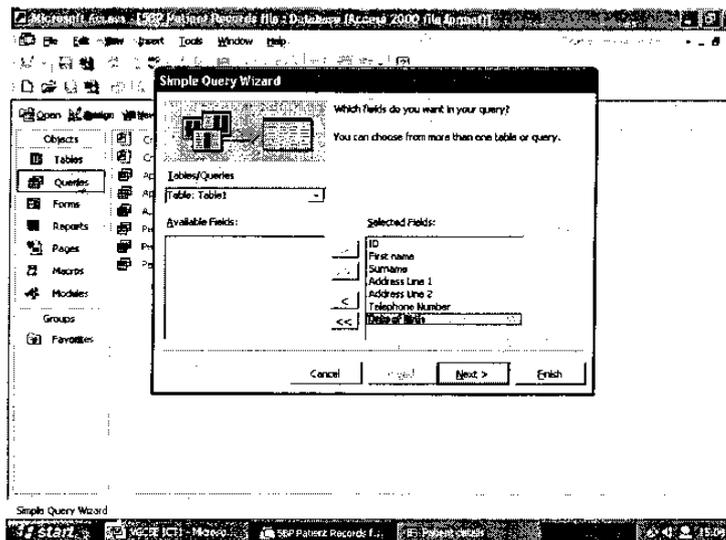
You must then go into the design view for a query by clicking on the highlighted symbol below.
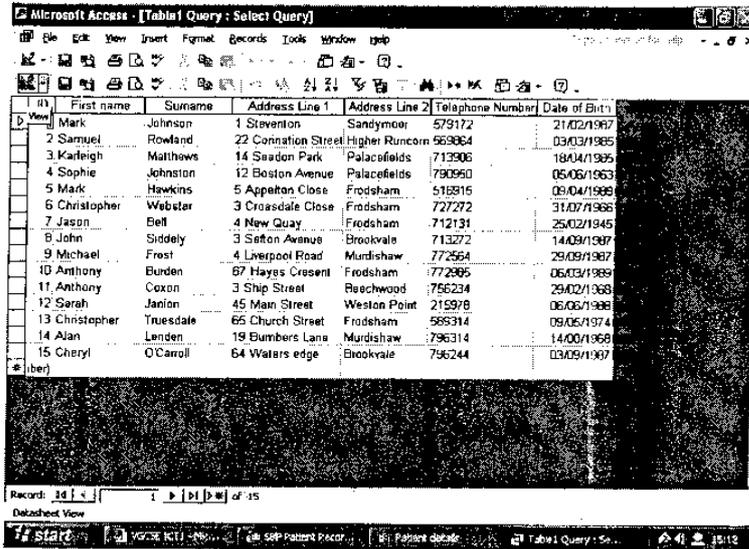
You must then insert a formula into the design view. Most formulas start with "like" then the relevant information after it in inverted commas and then save it.
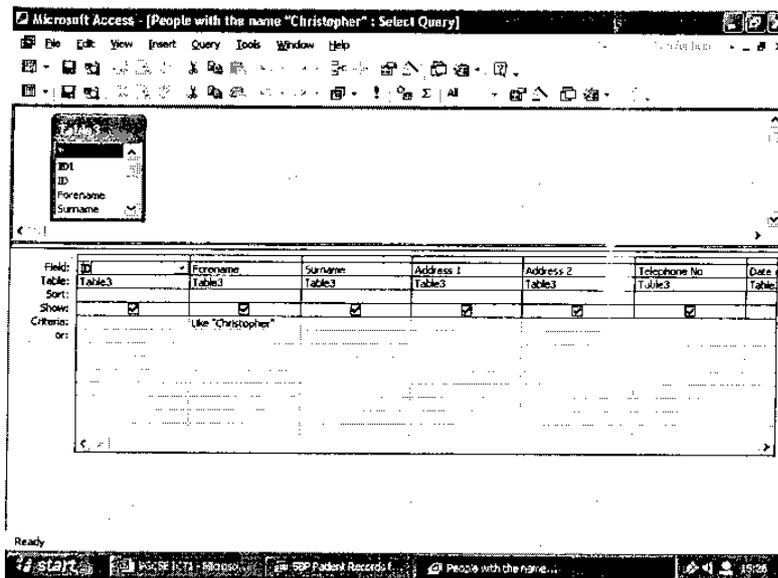
How to print results of searches as reports

Firstly you go to 'reports' and then click on the design wizard.
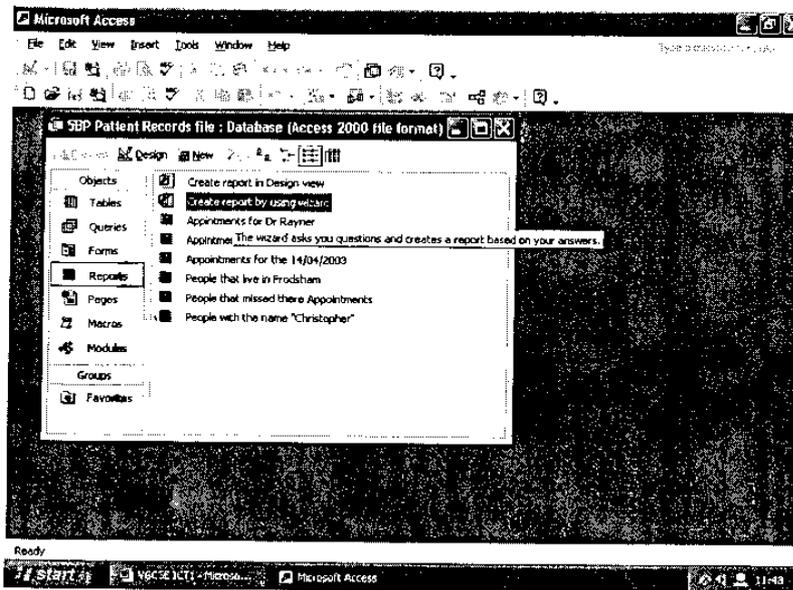
Then you select your query and the field that you want in your report
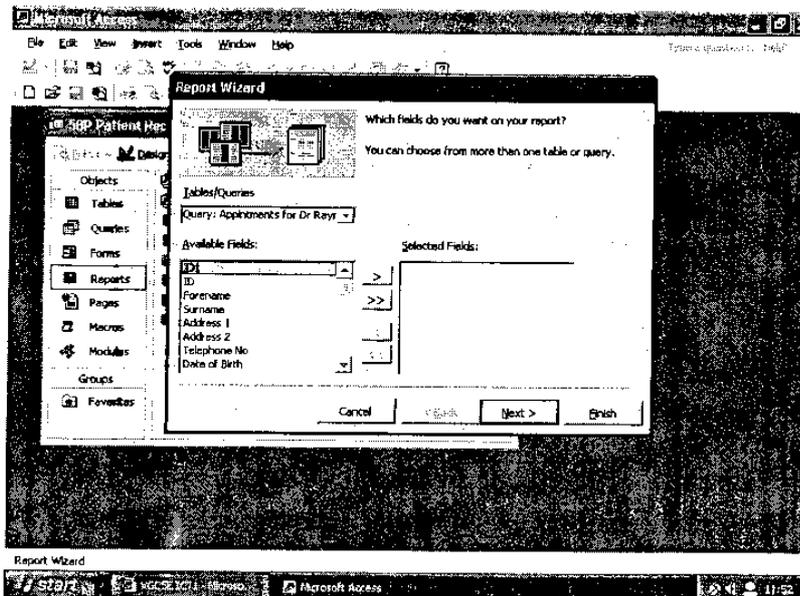
Then you go through the stages and follow the steps for your specific report.

Then you can edit it in the design view and print it out when finished.
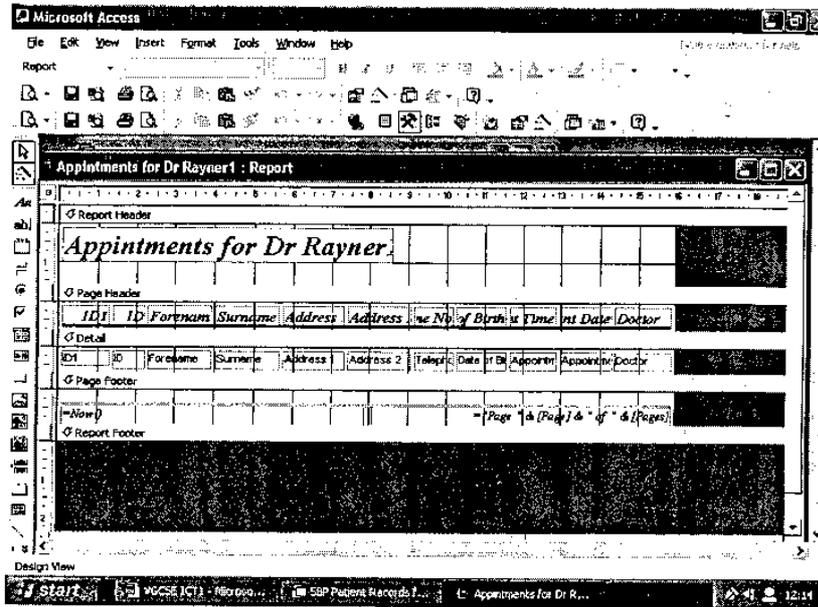
How to generate standard letters

Firstly you must open word, as this is the best program to generate a standard letter.
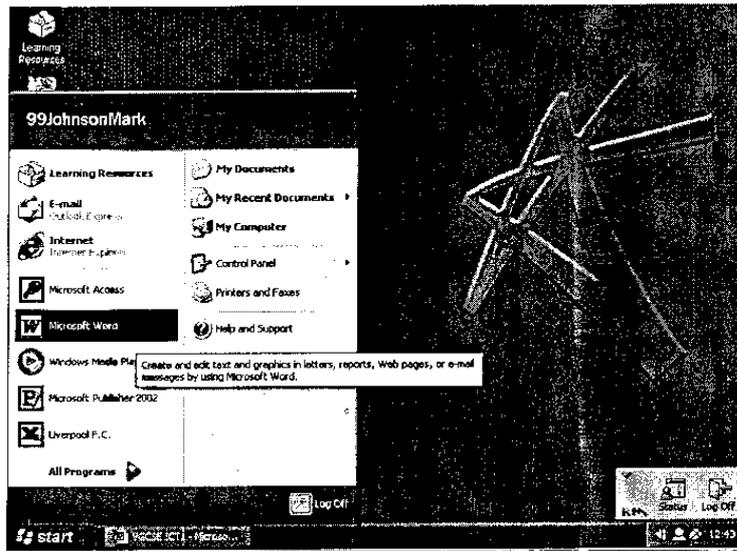
Then you open then file 'Brooker centre – mail merge' file to get a standard format with logos and type your own details to the letter.
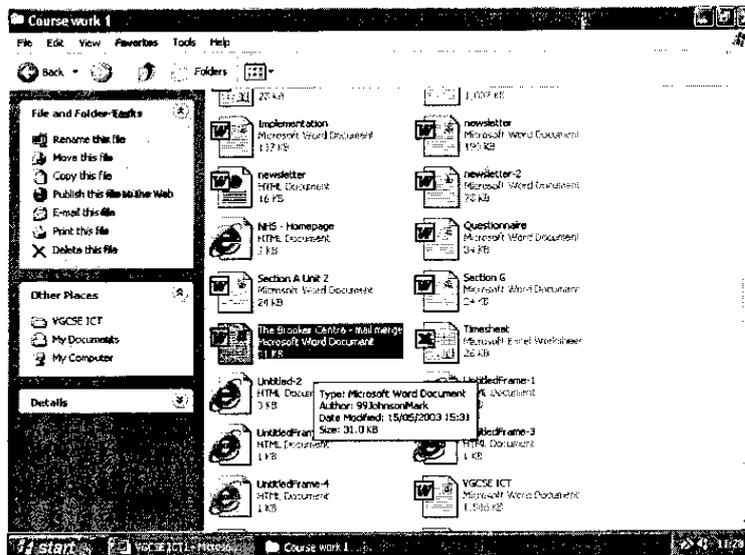
Remember that you must click on 'save as' or it will change the standard
letter permanently.
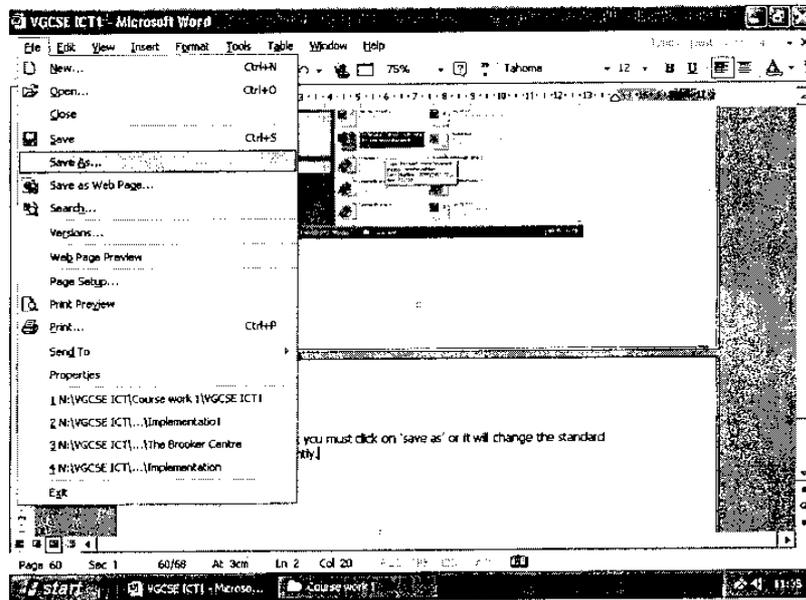
a) TABLE - Firstly you load up the table that you wish to print in access
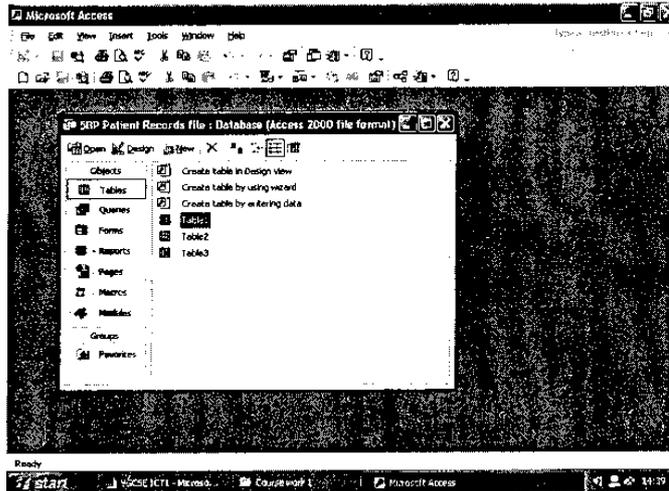
Then you should click on print preview to ensure that it looks right and fits on the page.
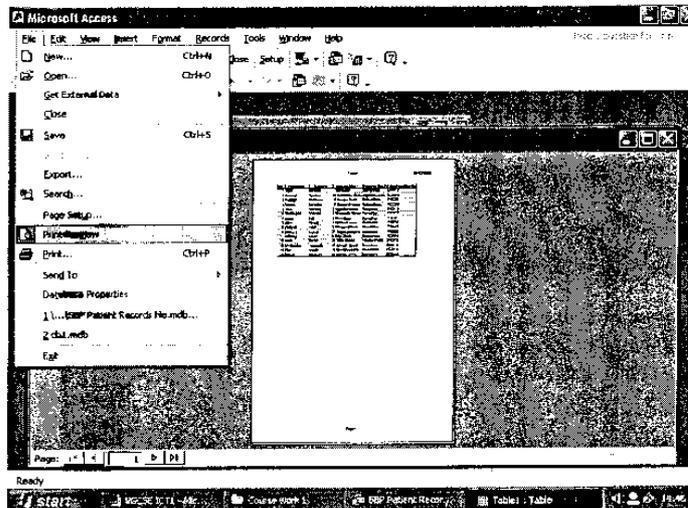
Then click on the 'Print' button in the 'file' menu. A bow will then appear and click 'OK'
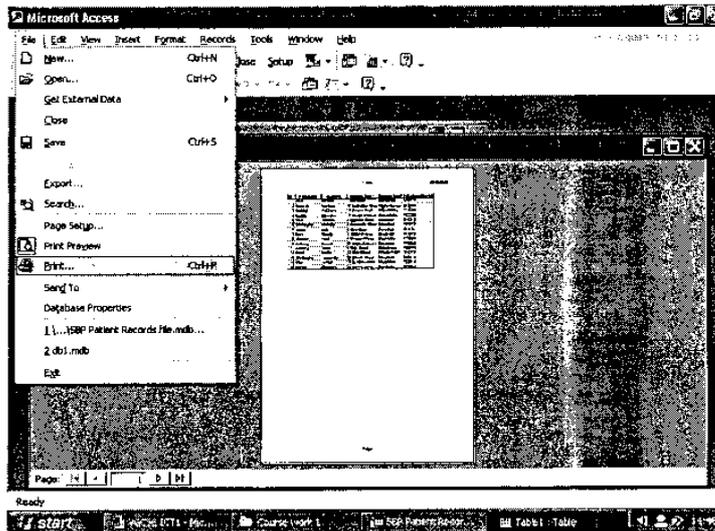

b) FORMS - Firstly you load up the form that you wish to print in access
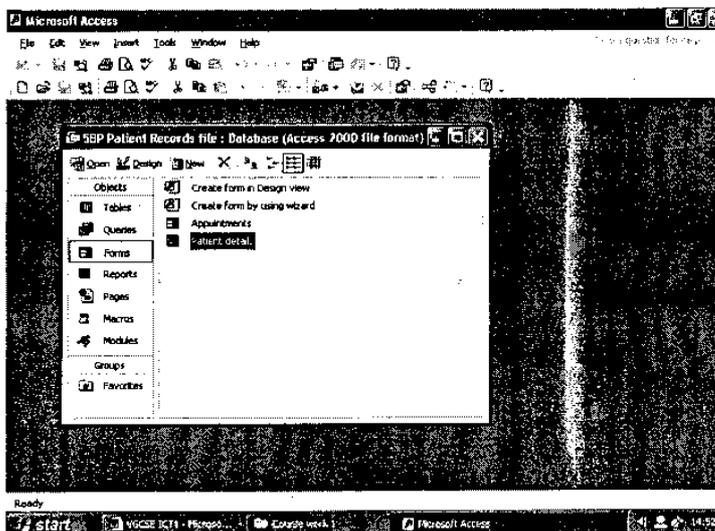
Then you should click on print preview to ensure that it looks right and fits on the page.
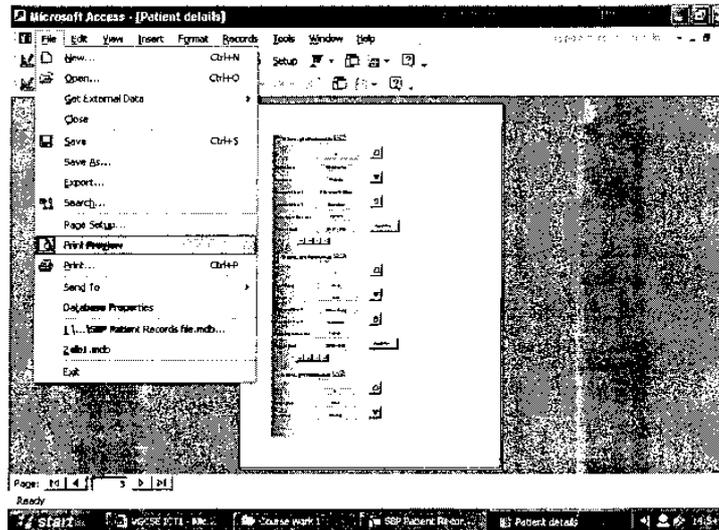
Then click on the 'Print' button in the 'file' menu. A bow will then appear and click 'OK'
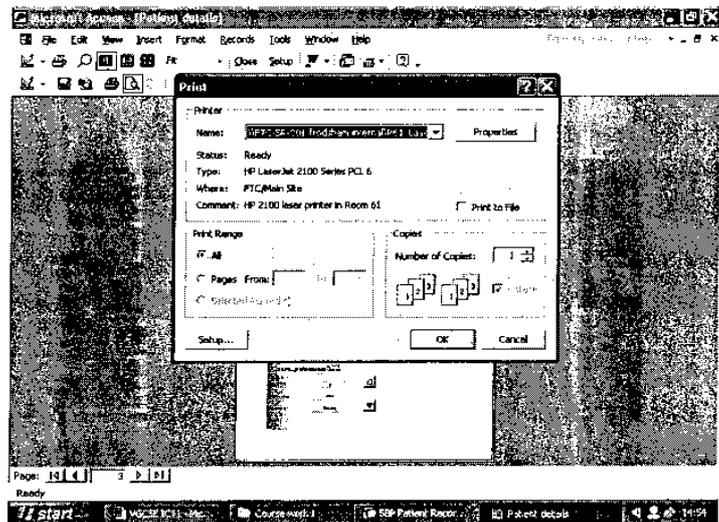
c) REPORTS - Firstly you load up the report that you wish to print in access.
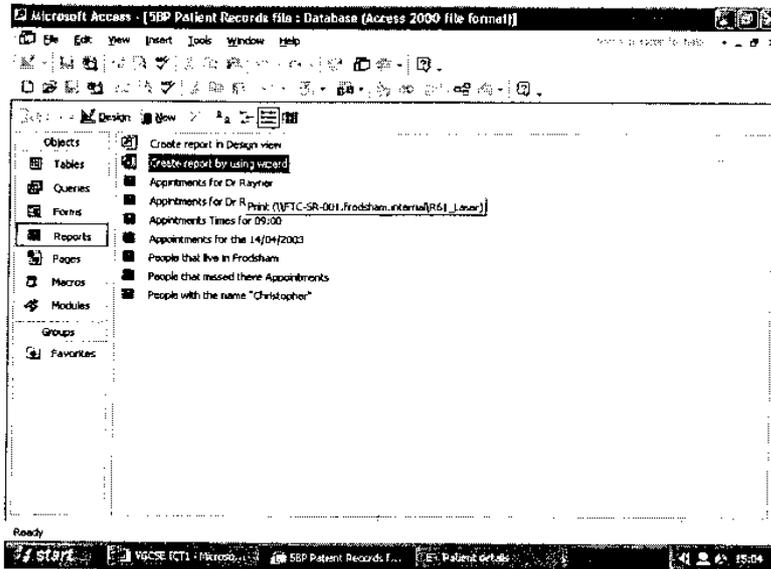
Then you should click on print preview to ensure that it looks right and fits on the page.
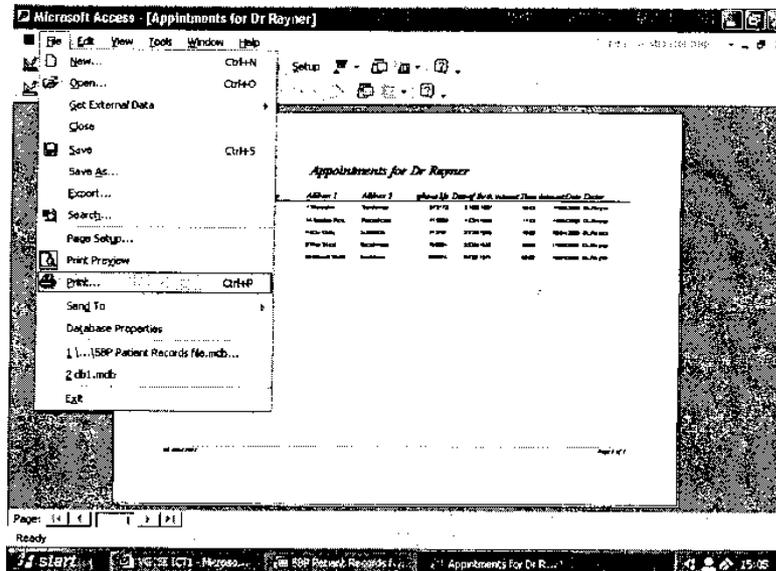
Then click on the 'Print' button in the 'file' menu. A bow will then appear and click 'OK'
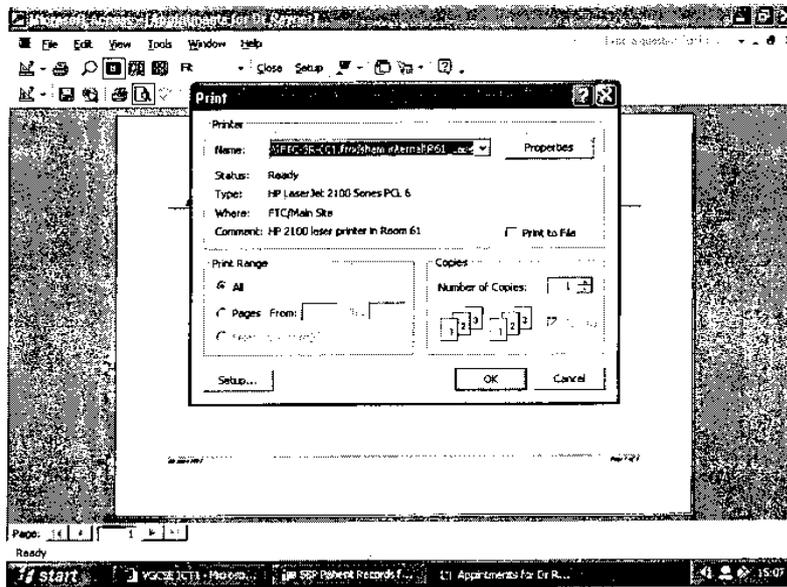
Frequently Asked Questions

Red/Green lines under text in word

When using word a red or green line under the text may appear, this tells you that there is a spelling or punctuation mistake.
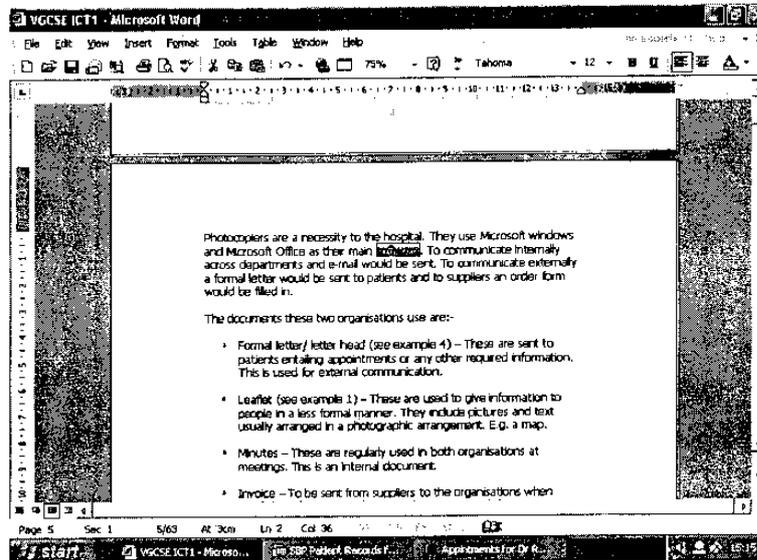
To correct this problem right click on the word and it will give suggestions of what the word may be.
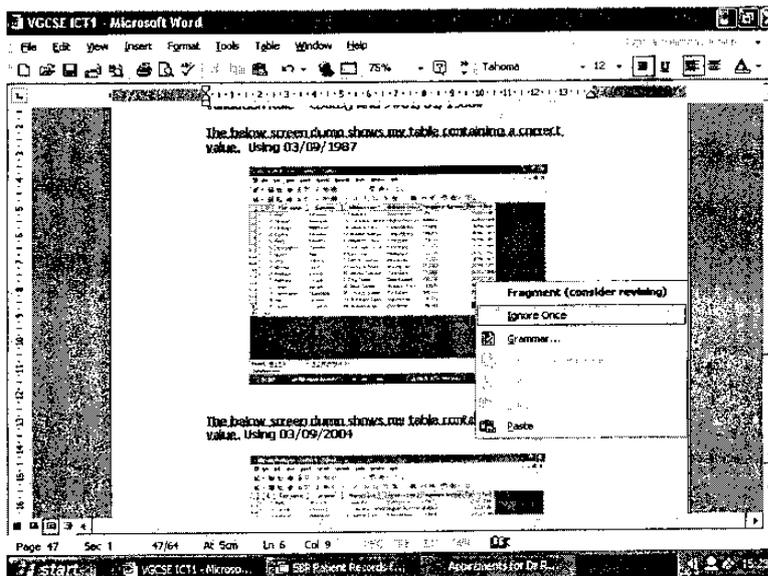
Losing data

Another problem that may occur is data loss. To stop this you can auto save, this will allow you to prevent a lot of data loss. Firstly you click on the 'tools' menu and click on 'options' at the bottom of the page.
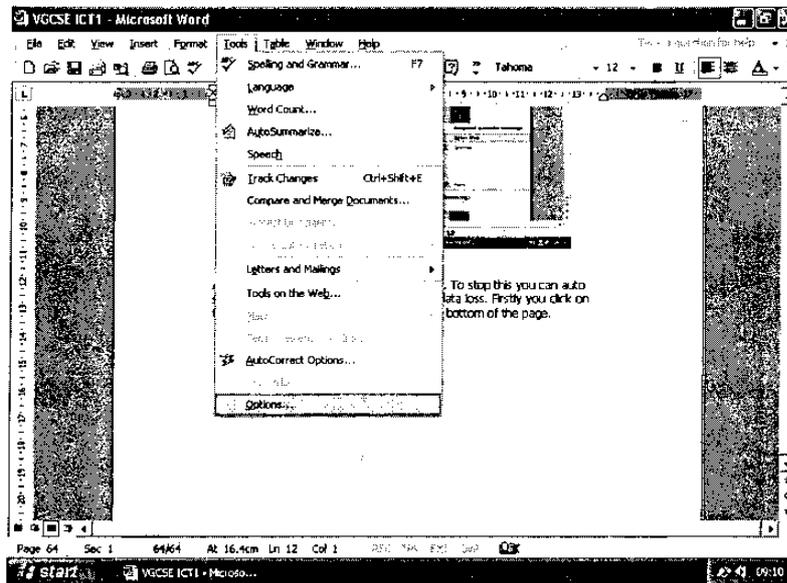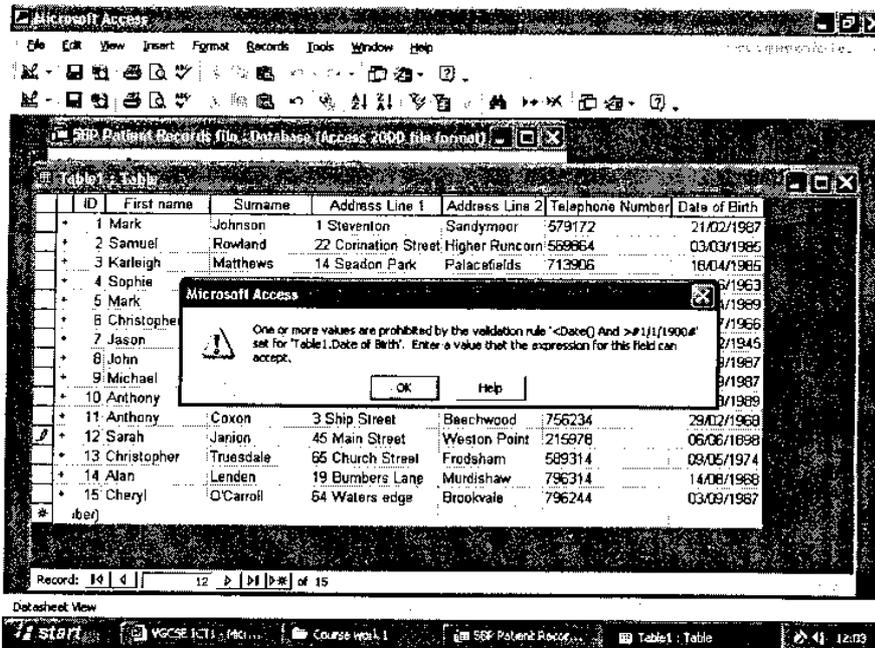

Then in the options menu click on the save 'tab' and set the auto recovery save to your desired time.
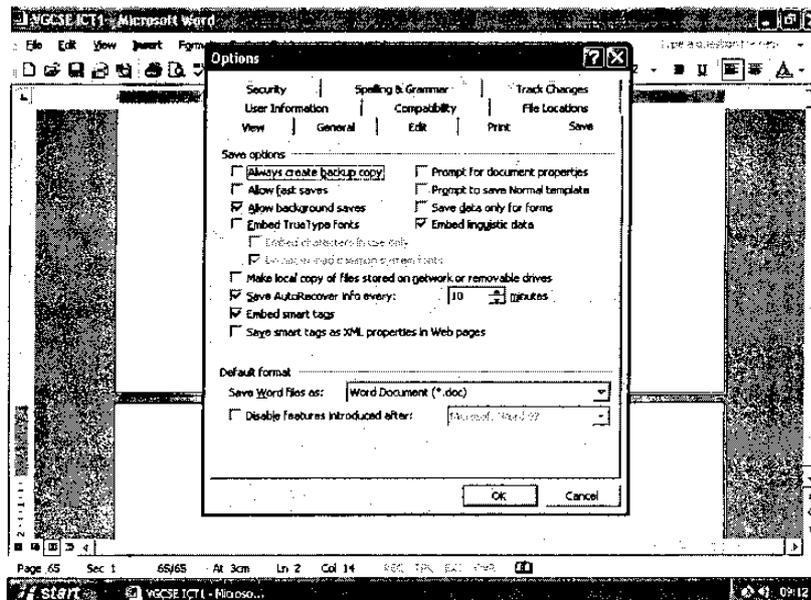
Error messages appearing in Access

An additional problem that may occur is incorrect values in the column that contains validation rules. An error message will appear if a value is outside the set guidelines in the validation rule.
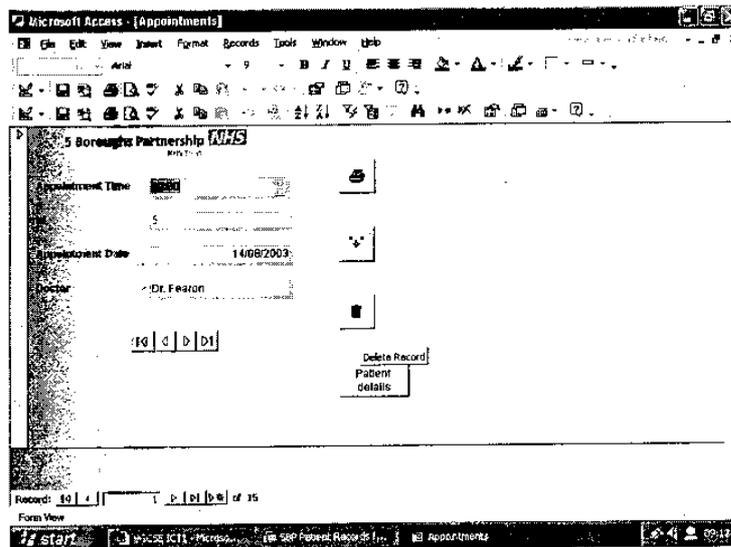

To resolve this problem the value that has been inserted is wrong so try to insert a correct value such a 'DOB' can't be in the future and somebody cannot be over 150 years old so it is used to prevent mistakes

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How to cancel an appointment

Firstly click on the appointments Form and find the record that you wish to delete.
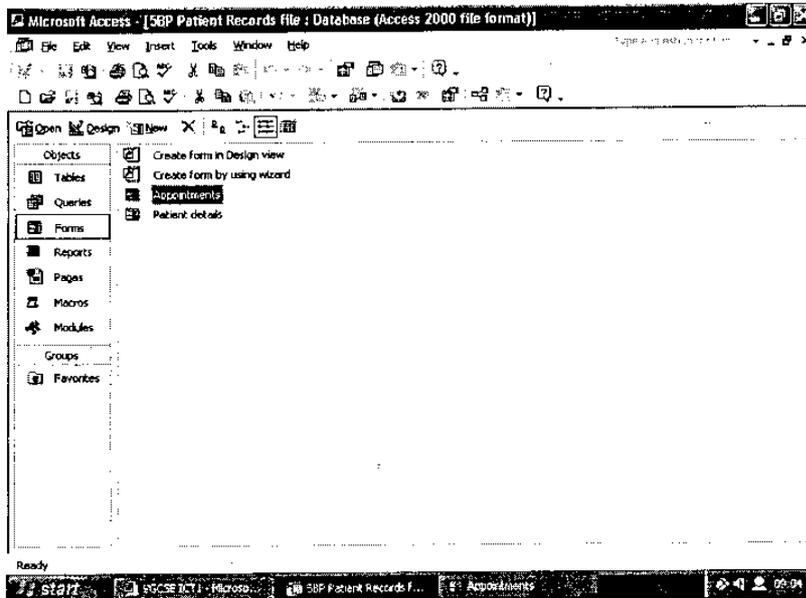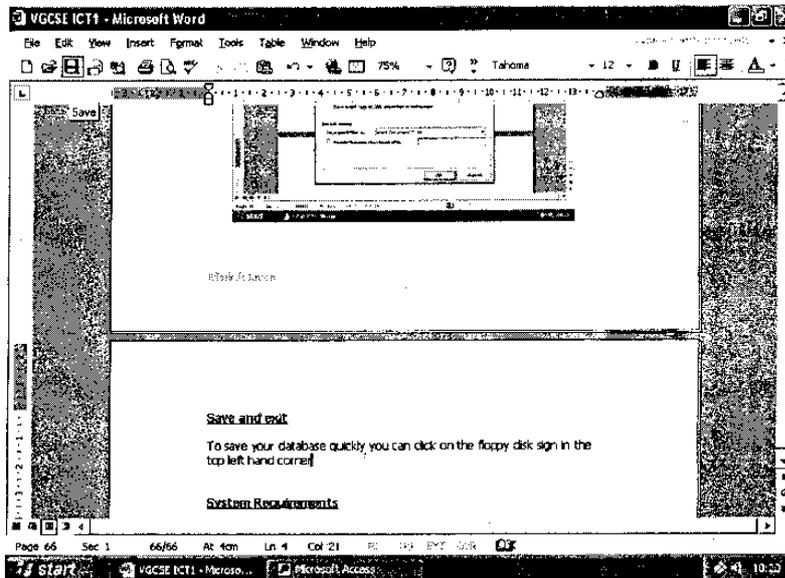

Once that you have found the record that you wish to delete, click on the bin symbol to permanently delete the record. Ensure that you have deleted on the correct record or you will lose a patients appointment.
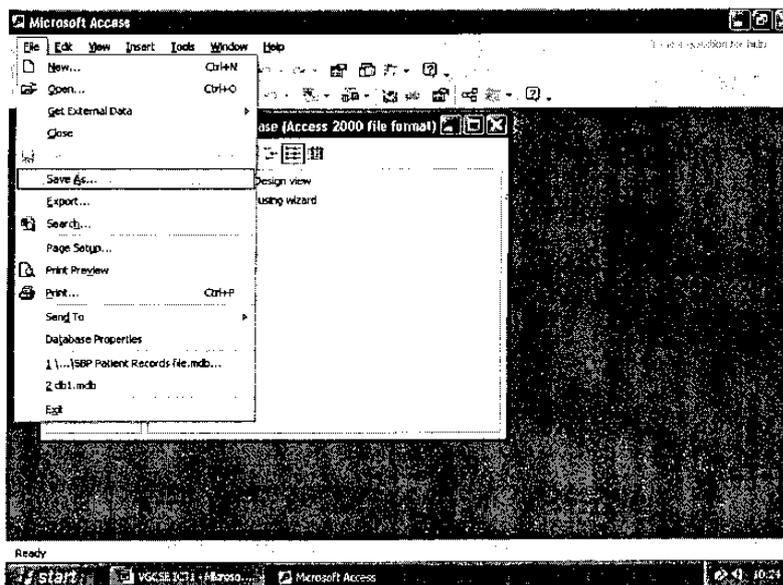
To save your database quickly you can click on the floppy disk sign in the top left hand corner.

To save your work and change the file name at the same time you must click on 'save as' in the file menu.

This works for the database and the word document.

<u>Glossary</u>

Database
– is a collection of tables, forms, reports, queries etc.

Table
– is a tabular form were data can be entered

Record
– is a row in a table of connected data e.g. all about the same person

Field
– is a column in a table all about the same information e.g. name

Data
– Information without a meaning

Information
– Data with a Meaning

Floppy disk
– Is a storage device used for saving

Query
– Is a search that sorts out the information into their chosen types

Wizard
– Is a user friendly system to help users perform tasks

Formula
– A shorthand/mathematical version of a calculations

Report
– Is an easily understand result from a query

Form
– Is a easily edited table that only shows one record at a time.

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System Requirements

Hardware
1 GB of hard drive space
16 MB of RAM
200Mhz processor

Software
Windows 95, 98, 2000, ME, XP, NT
Microsoft Word
Microsoft Access