

Hello and welcome to the latest of our occasional newsletters about MiDatabank. Thank you for your continued support. There are times when we wish to communicate directly with our users and to ensure you all get up-to-date and consistent information.

Price increase

As you will no doubt be aware, for the first time ever, we raised the price of the MiDatabank licence in April. The new £500 multi-user licence still represents great value and will help fund the ongoing work we have to do to maintain and develop the software, and to staff the Helpdesk. The 2-user licence fee was also raised to £250 but this option will be withdrawn next April.

GDPR

The General Data Protection Regulation (GDPR) has become the ‘flavour of the month’, coming in to force on 25th May 2018. We have been asked for documentation and information about its impact on MiDatabank. The way MiDatabank is currently installed (i.e. as a client/server Windows application) means that any Patient Identifiable Data (PID) is stored in your own database on your own local servers - and not on ours. So any requests from patients to delete enquiry data must be processed internally by your IT team.

We’re not aware of any Trust ever having been asked to delete any data in MiDatabank, but nevertheless we have been building an Admin Tool that will enable the data in certain key fields only to be erased by the Administrators. The tool will also delete copies of that data stored by the audit function of MiDatabank. The same PID would also have to be erased on any database backups made and that process is again something that your own Trusts must manage.

We will be liaising with UKMi to ensure the tool works as required before we release the tool in a new version of the software. Those of you using the Sharer can be reassured that no PID is ever uploaded to the Sharer. (See below.)

In addition, we are thinking of making the Patient Anonymity declaration on the Completion tab compulsory. This will ensure that any PID is entered into the correct field – vital should it ever need to be removed later. This setting is a check box option in the Admin module.

Multi-site licences / remote working

For historical and operational reasons, we get requests from Trusts wishing to install MiDatabank in multiple locations due to their fragmented team structure. The MiDatabank licence terms are *per site* which can cause some ambiguity with the definition of a ‘*site*’. This is particularly the case with Mental Health Trusts (and CCGs who we also sell to).

With more remote working envisaged, one way round this is to use the web-based Sharer for viewing all of your completed enquiries. New enquiries cannot be entered this way, however. A more comprehensive solution to fully functional remote enquiry management and sharing will be provided in the Internet version of MiDatabank – see below. We're currently looking into the option of a 'fast-track' enquiry interface to make data entry and ultimate completion easier.

Merging Trusts are also an issue and we try to look at each case on its own merits. Clearly a contracting customer base raises issues for us.

Database copying

It's recently been brought to our notice that some Trusts have been making copies of the MiDatabank database for 'test purposes'. Strictly speaking, this practice is not permitted under the terms of the licence agreement.

We can see that this can be helpful to an IT group for genuine testing and upgrade purposes, but under no circumstances can a copy be used to record any live enquiries. It is also not permissible to adapt MiDatabank for other purposes.

Please contact us if you are already using a copy of MiDatabank for test or training purposes so we can update our records.

Sharer

More centres are benefitting from using the MiDatabank Sharer. Besides seeing individual enquiries which other centres have chosen to share, you can also see ALL of your own enquiries via a web browser (see 'Remote working' above). Remember, we only upload NON-patient identifiable data (PID), so as long as you put the right information in the appropriate boxes, there will not be an information governance (IG) or other GDPR issues.

We are working towards making the Sharer and MiDatabank licences run concurrently – this makes practical sense and maintains the same invoicing / administration burden. The licence cost for the sharer remains £150 p.a. + VAT.

MHRA submissions problem

There was recently a reported problem with some Trusts not being able to successfully submit ADRs electronically from within MiDatabank directly to the MHRA. A workaround was to save a pdf file and email it to the MHRA.

We liaised with them on the problem which turned out to be nothing in MiDatabank but a problem brought about by some changes they had made their end. We understand that the issue is now resolved and things are back to normal.

We still need to make a small change to MiDatabank to reflect a change in the MHRA Yellow card software and, if possible, this too will also be bundled in the next upgrade.

Web/Internet version

The Internet version of MiDatabank is making significant progress and we will soon be entering into a beta-testing program. This ultimately means that access to your own centre's enquiries will be available for users from any computer that is connected to the Internet, using a standard browser.

When it becomes available, and if your centre opts to adopt the web version, then the Internet version will replace your local database and will instead be hosted externally by CoAcS. All enquiries, including PID will then be uploaded. This will require information governance clearance from each centre as we will be seen to be providing a data processing function and therefore be regarded as 'Data Processors'.

The Sharer will continue to operate in the same way as now and the PID for those enquiries will not be loaded and hence be unseen by other hospitals.

MiCAL

MiCAL18 will include minor corrections and updates and will be released as usual in August for use in the period 2018-19. The price will remain unchanged at £160 +VAT for 'early-bird' orders placed before 30th September and £260 + VAT thereafter.

We have had several requests this year from people wishing to return to their MiCAL records from a previous year. Please note this is not possible and the system is 'wiped clean' with each subsequent annual release.

Those of you who take an interest in computing matters may have read that support for the Flash program will cease in 2020. MiCAL is written in Flash which will require us to review its future. History suggests the Flash program will most likely go on running past that time, but not updated. With a massive global library of valued Flash based material there is a possibility / probability that software will be created to adapt Flash software for continued use.

Finally, we will again be attending the UKMi conference later this year and we look forward to meeting up with many of you.

Richard Backhouse

coacs@coacs.com