

School of Computing, Electronics and Mathematics

BSc Computer Science

Academic Year 2017-2018

PRCO304 – Computing Project – Health care system for vulnerable groups and communities

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# **Chapter 1 – Introduction**

## **Background**

A hospital or General Practice Surgery Management System is a system provided to help the people who needed. General Practice Surgery deal with a whole range of health problems. General Practice (GP) usually work in practices as part of a team that includes nurses, healthcare assistants, practice managers, and receptionist. Practices also provide the information of all the nurses and healthcare assistants.

General Practice (GP) system has the potential to become very useful tool for people that required assistances or treatments. GP enables the patient to choose preference nurses, GP, healthcare assistants, and online booking. This system also provides patients to request their prescriptions online and repeating it. Information about the patients can be stored and secure in the system and can be access via online by themselves.

However, there has been some criticism aimed at the use of GP in the UK as part of the satisfaction of the patients. According Wellings and Baird (2017) in the past few years the patients experience of GP services has been decline. The rate between June 2012 to July 2017 is 3.6% the sheer size of the sample means that even one percentage point change is meaningful at a nation level. Therefore, questions have been raised over the GP services toward the patients.

## **Aim**

The improving of General Practice Surgery Management System is to be the solution of health care system that has been around for years in the UK. The literature reveal that questions have been raised over the services of current GP services, the experience of online service, and opening hours.

This system aims to develop an intuitive tool that assist the patient and GP staffs to interactively use General Practice Surgery Management System. The process of narrowing down the viability of the system to the desktop application, online application, and mobile application. Each application has it functionalities to core until optional. The patient, nurses, healthcare assistants, and administrator will find it easy to use the system and visually present it with various features.

## **Objectives**

The aim of this project will be accomplished by fulfilling the following research objectives. The objective is designed to be realistically achievable for the undergraduate of computer science project:

1. Review the General Practice Surgery System in the UK.
2. Review the General Practice problem in each entity such as administrator, patient, nurses and healthcare assistants.
3. Build various scripts written in the selected programming language as a tool to build the feature *desktop application, online application, and mobile application.*
4. Report the results from the scripts that implemented the concept of feature desktop application, online application, and mobile application.

These short objectives are used as the general guidance to fulfil the aim of the project to create an intuitive tool that helps patient, nurses, healthcare assistants and administrator to use General Practical Surgery Management System.