More time to care

How one NHS Trust increased its Outpatient capacity by several thousand patient visits a year, improved its operational processes and data integrity, whilst dramatically reducing its carbon footprint.

The Royal Wolverhampton NHS Trust ("RWT"), one of the leading hospital trusts in UK, has implemented an upgraded data capture solution which seamlessly integrates with its patient record system, automatically pre-populating patient information into Live e-Form documents, thereby enabling their district nurses to spend less time on admin duties, leaving more time caring for their patients.

In its continued quest to maximize both patient care and staff satisfaction, RWT has made significant advances in its use of digital technologies. Over the past eight years, it has transformed its operational processes through the use of appropriate technology and has succeeded in driving down its cost base whilst simultaneously, and more importantly, improving the frontline service that it is able to offer patients.

Over the years, RWT and Bantham Technologies have worked together across several related projects to address some of the significant challenges facing the Trust.

Principal amongst these was RWT's requirement to have its electronic data capture provide greater flexibility when integrating with its current management systems. The Bantham platform, which is now fully HSDN and HL7 compliant, is a cloud-based SAAS offering, which enables RWT to create and publish unlimited e-Forms and documents for use across all mobile digital devices including tablets, smartphones and digital pens. The solution has recently been further upgraded to support digital data capture on any Windows device including tablets, laptops and desktop PC's for wider use throughout the Trust's mobile teams as well as on the wards themselves.

Working with Bantham Technologies, RWT has now introduced a new Patient Information Database (PID) which reduces the time spent re-keying data into multiple e-Forms during

"Working in partnership with Bantham and our team here, we hope to maintain our status on the digital maturity index and deliver a greener NHS"

– Simon Parton, Head of ICT Systems & Applications Services and Divisional Lead for Sustainability at The Royal Wolverhampton NHS Trust

patient visits thus freeing up more time to spend on patient care. It is estimated that the time saved through the PID project alone translates into an additional operational capacity for the Trust of some 1,500 outpatient visits per month.

Alongside these efficiency gains sits a material value for money gain, thought to be in the region of eight times the annual spend on the services themselves and possibly significantly higher, depending on patient volume. Both RWT and Bantham Technologies share a deep commitment to ensuring a better planet for future generations.

As part of this commitment, Bantham has developed an 'Environomics Report', which seeks to capture and share the direct benefits to the Trust in an easy to understand format. These monthly reports will enable RWT to accurately track both the financial and environmental savings achieved in terms of carbon, cash, paper and water and feed these into its overall KPIs. In 2019 the platform saved RWT over a million pages of A4 paper, which in turn saved some ten million litres of water; enough to meet the annual recommended drinking water requirement for some 8,500 people. Additionally, the data capture platform significantly reduced the daily travel requirements of several hundred district nurses, reducing their overall travel by an estimated 2.4 million miles in 2019, the equivalent of 972 metric tons of CO2.

"I am absolutely delighted with the results of our collaboration with Bantham. Their team have worked tirelessly to understand our requirements and to implement solutions that make a real difference to our staff and patients. Working in partnership with Bantham and our team here, we hope to maintain our status on the digital maturity index and deliver a greener NHS" said Simon Parton, Head of ICT Systems & Applications Services and Divisional Lead for Sustainability at The Royal Wolverhampton NHS Trust.

Project information

Windows Upgrade: The Windows based INKWRX solution is customised to work on any compatible mobile device, laptop or desktop computer. Recent surveys amongst the medical staff at RWT showed staff who normally use PCs rather than tablets, are comfortable working faster on these INKWRX e-Forms. Not limited to this benefit, e-Forms are easy to self-manage and are not device nor back-end system

specific, hence multiple systems can now be updated in real-time at no additional cost to the Trust.

Patient Information Database (PID): The purpose of the PID function is to provide a new, more fluid and dynamic way of searching patient information and completing the required e-Forms associated to Outpatient activity.

At present the process of completing an e-Form is a manual process for each and every e-Form. The PID function allows for an outpatient clinician to search for a patient name either by First Name, Surname, DOB, NHS Number and or Hospital Number. Once a successful match has been returned, the clinician can choose the patient and select the desired e-Form that is required. The e-Form will be presented with the patient demographics automatically embedded so that the clinician does not have to repeat or enter data that already exists. This also provides an improvement in the validity and accuracy of data input, reducing exceptions, guaranteeing successful first-time processing of records and saving valuable time.

Live e-Forms and documents: the introduction of Live Documents and e-Forms, allows the RWT to create "living" documents that are enabled to support multiple clinicians to access and update patient information as the live documents "persist" in the INKWRX solution.

www.banthamtechnologies.com