

University Hospitals Dorset NHS Foundation Trust

Case Study



University Hospitals Dorset NHS Foundation Trust uses Prescribe's workflow solution and outsourced transcription to streamline and transform their clinical workflow and increase documentation efficiency.

The Trust has been working with Prescribe Digital for over 13 years, they were originally appointed to assist with clinical correspondence in 2011 at Poole Hospital. Shortly after the Trust merger, Prescribe Digital also began supporting the Royal Bournemouth Hospital.

Initially when looking to external support, University Hospitals Dorset NHS Foundation Trust needed support getting on top of backlogs in a secure and streamlined manner. In the Admin Departments for Medical Specialties like Gastroenterology, the administration team were struggling with crippling backlogs of eight weeks. They simply weren't able to keep up with typing turnarounds and any instance of staff absence caused further delays.

Client Profile

Overview

- Based on the south coast of England, the Trust serves a population of more than 800,000 people, reaching as far as Purbeck, the New Forest and South Wiltshire
- Comprising of three hospitals; the Royal Bournemouth Hospital, Poole Hospital and Christchurch Hospital
- Collectively employing more than 9,000 members of staff.

Prescribe Solution

Prescribe: Workflow Solution

Prescribe: Outsource Transcription

Outcomes

- Backlogs reduced significantly from eight weeks to within five days
- Outstanding quality documentation produced
- Reliable turnaround times and delivery
- Bringing the Trust within the NHS's target for turnaround times for correspondence
- Providing assurance and reducing staff anxiety in times of unexpected absences and pressures
- Consistent and personal delivery of service, tailored around Trust's needs.

Jodie Brown, Cardiology Service Manager previously managed the Admin Teams for Medical Specialties (including Gastroenterology, Respiratory, Diabetes and Endocrine Teams) at University Hospitals Dorset. She reflected on her experiences,

“The administration team for Medical Specialties simply couldn't keep up. Typing backlogs were horrendous. We had a backlog of between six and eight weeks. NHS England's previous guidance for 48-hour turnaround time never felt in reach. This simply wasn't achievable with the team as it stood. We looked to Prescribe Digital for their support.

We needed a supplier that could provide flexibility of support and that understood our needs and how busy hospital departments operate. Like other Trusts, we have bank staff available, but this comes with challenges. This can take additional time to train, systems need to be learned and the specific terminology that we use can't quickly be taught. This didn't always have the desired outcome. Prescribe Digital however, were able to have an immediate impact on our backlogs and turnaround times. There was no need or requirement for training, the typists are highly skilled and knowledgeable.

The team were always at hand to assist us. Dictations were simply dictated within the Prescribe system by clinicians and dictations were picked up by the Prescribe Digital Team for transcription. The quality of reporting is impeccable. In no time at all, Prescribe Digital enabled us to remove backlogs and consistently report within 5 days. I have great confidence in the team and their abilities. They are always at hand when there are unforeseen pressures including; instances of long-term sick, vacancies and other staff absences.

I have been highly impressed with the quality of reports produced and the things that the transcriptionists have managed to pick up, even on the trickiest of dictations. They have been word perfect. The speed of turnaround has always been impeccable too - always within 24 or 48 hours. If there's been instances of urgent or priority dictations, these have been turned around even quicker.

With the help of Prescribe Digital, we were able to take on so much more reporting without the need for any additional administrative hires. We are able to consistently hit turnaround times.”



Jodie Brown,
Cardiology Service Manager at Royal Bournemouth Hospital & Poole General Hospital

“I would definitely recommend working with Prescribe Digital. The team will find a way to help that works for you. No tricks or false promises. Just a solution that works and has immediate impact. The solution will have the flexibility to be scaled up and down to your needs and requirements. The solution has made a huge difference here at the Trust. The impact of an eight week typing backlog can be felt not only by the admin team, but on clinicians, on GPs waiting on results, and of course most importantly, it will impact our patients. Administration isn't given enough priority. This has a substantial knock-on effect to everything within healthcare. Administration roles can be very difficult to recruit in modern times - they are busy and demanding jobs. The support that Prescribe Digital provide has made a huge difference to supporting a stretched and pressured team. They have delivered everything they set out to and at an exceptional standard.”

Prescribe Digital has consistently supported the Medical Specialties Team with clinical correspondence since 2011. The Team see over 4,500 patients each year and create around 850 reports every month.

Jodie continues, *“What is important to note is the service that Prescribe Digital deliver. The whole team go above and beyond to understand, create and simplify processes, tailored around you, and deliver results. When I say they go above and beyond, I really do mean that. Providing the Trust with additional dictation devices when we didn't have the budget, unfaltering professionalism even when staff frustrations are high and honesty and integrity in every area of their service.”*

Jodie is now Service Manager in Cardiology in the Trust, supporting the Admin Manager. The Administration Team in Cardiology are looking to Prescribe Digital for additional support.

Jodie explained that, *“the solution provided by Prescribe Digital supports in instances that are unexpected and unforeseen. Instances like a staff member breaking a leg, retirements and members of staff leaving. These instances can leave even the most resilient teams vulnerable. I feel assured that I can rely on the Prescribe professionals to support my team. I know that no matter what, any dictations sent through the system to Prescribe Digital, will be provided within two days. I know with the pressures and the impact of things like the junior doctor strikes, Prescribe will help me and my team manage any additional pressures and backlogs, should they arise”.*

The Trust has come to rely on the skills and experience of the Prescribe Team. Data is treated securely, staff are supported and the impact is felt.

Delivering, on average, 1,203 documents per month across Children's Health, Neurology and Respiratory, Diabetes, Endocrine, Gastroenterology and Hepatology.

Accreditations & Certifications



About Prescribe Digital

Prescribe Digital® is the health technology division of InventAsia Limited (a British owned International Group) with over 35 years' experience.

InventAsia specialises in business transformation through technology, software development, and outsourcing solutions. Operating in the UK, Australia, Hong Kong, Ireland, Middle East, New Zealand, and the Philippines.