

oneAdvanced

CASE STUDY

Black Country Healthcare NHS Foundation Trust

Digital Transfer of Care



Black Country Healthcare
NHS Foundation Trust



Client

**Black Country Healthcare
NHS Foundation Trust**

Industry

NHS

Project

Digital Transfer of Care

Introduction

At Black Country Healthcare NHS Foundation Trust, we have been using Clinical Document Workflow, previously called Docman Connect, for nearly three years. Initially we implemented Docman Hub as we needed a quick and easy method of sending clinical correspondence to GPs electronically. This also aligns to our CCG's strategy with our local GPs also using GP Document Workflow (previously called Docman 10). More recently we moved to the Cloud-based Clinical Document Workflow to continue our strategy of digitising our manual processes.



Black Country Healthcare accelerates digital strategy with Clinical Document Workflow

The solution

Clinical Document Workflow is a service that is available to all healthcare providers and is the only service that delivers clinical correspondence to GPs, into the system they want to receive it. This helps to support our Trust to achieve its transfer of care requirements as set out in the NHS standard contract. As a Cloud-based service, Clinical Document Workflow provides us with a cost-effective solution for transferring documents and data to GPs electronically, in a secure manner.

Smooth transition

The option to move to the Cloud with Clinical Document Workflow was an obvious choice as this aligns closely to our overarching digital strategy. The transition between the two systems was effortless and the teams did not face any major issues. Brandon Lowe, our IT Project Facilitator, said “It’s been ideal, there’s been no detrimental impacts from an IT perspective. It was so simple.”





Time and cost savings

Previously we sent clinical correspondence to GP Practices by email or post, which was costly and inefficient. Documents would have to be printed, placed in envelopes, collected by porters, transferred to the relevant teams, and then posted to GPs. Once documents left our hands, we had no understanding as to where they were in the process. Tracy Thompson, our Outpatient Manager & Head of Administration commented: "This process could take up to two days for a document to arrive at a GP. Now it's instant!"

Culture change

When we first implemented Clinical Document Workflow there was hesitation from some teams as they interpreted this as an additional step within the process of sending correspondence. Now they are realising the benefits of Clinical Document Workflow and have seen that it can speed up sending documents. Tracy added: "We now have people who work across teams and in teams where they don't use Clinical Document Workflow and they are asking why. This is great testament to the product."

Auditability

When we were sending correspondence by email and post, the two-day process created a lot of potential for letters to be lost or misplaced and we had no way of checking whether our documents had been received. Clinical Document Workflow provides us with the ability to pull reports, which show where documents are within our process. "Our teams now have a greater level of reassurance that the documents being sent have reached their destination" added Brandon.


Tracy Thompson "We initially only sent discharge summaries, but we have now rolled this out to wider document types, and we continue to see the added benefits of using Clinical Document Workflow."



Powering the world of work

Our Clinical Document Workflow solution, formerly called, Docman Connect, transfers documents and data electronically to GP's, in line with NHS standards and is future proofed against emerging standards. It is available to all healthcare providers and reduces the reliance on outdated methods for the transfer of care, to ensure documents are encrypted and received electronically. It is proven to save time compared to traditional transfer of care methods, helping to free up staff resources.

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