

# Civica Occupational Health software increases efficiencies at Isle of Wight NHS Trust

Occupational Health Isle of Wight, a multidisciplinary team of around 20 people, provides occupational health (OH) and travel services to Isle of Wight NHS Trust, also to around 25 customer organisations, including the local authority.

## Work more efficiently

The Trust already used a software solution for OH service delivery, but it was ageing and no longer keeping pace with what the team needed. Steve Simmonds, OH Business and Operations Manager at the Trust, explains the issues:

"We were limited by our previous software. It was outdated which meant we often had to use workarounds to get the information we needed," he says. "The OH team was forever working harder to deliver the same level of service to the Trust and our commercial customers. It simply wasn't efficient or sustainable."

## Work more digitally

The Trust chose Civica's cloud solution, as its replacement. The occupational health software met the requirement for a solution that would allow the OH team to transform to a fully digital way of working that's aligned with broader NHS aims on carbon footprint reduction.

System longevity was another key criterion. So too was scalability, as the OH team is working to build its commercial contract volumes back up to pre-pandemic levels of around 60.

"During the evaluation phase, demos of the software convinced us that Civica Occupational Health met our current needs perfectly. We could also see it would be able to evolve over time to keep pace with our changing requirements," says Steve, who worked closely with Civica to roll out the software at the Trust.

- 1 20+ core users
- 2 Paperless processes
- 3 Close to zero DNAs

"Our staffing level hasn't increased, even though our work has. But it's increased in a better way because of Civica Occupational Health, as we can manage expectations a lot more clearly than before when paper still played a large part in our processes."

Steve Simmonds,  
OH Business and  
Operations Manager, Isle  
of Wight NHS Trust

Learn more:

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## The solution

The OH team quickly adopted the Civica system, which facilitates their everyday work, simplifies their progress through workstreams, and takes paper out of their processes. Because everyone is now more productive, an increasing workload can be handled with no need to grow the team.

The solution proved indispensable during the pandemic, allowing everyone to continue working from home digitally. Most clinicians and other team members have continued to work remotely on tasks that don't require them to be on site. "It's going so well with Civica Occupational Health, I don't see that policy changing any time soon," says Steve.

## A collaborative partnership

Steve appreciates Civica's regular communications, which he describes as a positive change compared with the previous provider. "Civica is always ready to find an answer to our questions and open to hearing our suggestions," he says. "It's very much a two-way partnership, with our knowledge and expertise helping to further refine the software to meet OH providers' ever-evolving needs."

## Referrals and reporting

Customer organisations can now refer individuals to the service directly using a secure online portal that also lets them check the appointments associated with each referral. Portals also allow managers and HR teams to self-serve a lot more and track cases, instead of having to ask the OH admin team for updates.

Previously, setting up trend reporting for customers could take months, but with Civica Occupational Health, Steve can quickly configure whatever reports they want. Reports called off from the system will also provide supporting evidence for the OH team as it works towards SEQOHS accreditation.

Beyond reports, Steve and his colleagues can configure other aspects of the software with no need to call on Civica. "This is crucial, as things change quite often and we have to be able to keep up," says Steve. He cites the example of a Covid-19 question that had to be edited multiple times on a form to reflect changing national guidance.

## Better communication and reduced DNAs

'Did not attend' (DNA) rates have always been low for OH consultancy appointments on the Isle of Wight, but now they're close to zero. Steve puts that down to the enhanced patient communications enabled by the software.

In addition to automated text notifications and reminders about appointments, patients receive additional information by email, such as specific consent forms. Instead of a long-winded and error-prone process, Civica Occupational Health makes it simple to generate those emails and include the relevant attachments for the appointment type.

"As well as reducing the time and effort involved, this helps ensure we always send the right attachments. It's a real gold mine for us," says Steve.



## Why choose Civica Occupational Health?

- Reduces administrative and clinical overheads
- Improves attendance by lowering do not attend rates
- Faster triage supports earlier interventions and return to work
- Moving to the cloud drives savings

## Watch our Civica Occupational Health film

Learn more:  
[civica.com/occupationalhealth](https://civica.com/occupationalhealth)

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