

CIVICA

Success story

Guy's and St. Thomas' NHS Foundation Trust

Replacing 40 siloed systems with a single login for patient records



Empowering clinicians to deliver better care

Helping one of London's largest NHS foundation trusts to transform its document management, save £7m a year and meet government targets ahead of schedule.

The challenge

Guy's and St Thomas' operates on a massive scale, providing a full range of general, specialist and lifelong care across London and the South East.

Over time, the trust's individual hospitals and specialisms had accrued over 40 separate IT systems for managing and storing patient records and information. Although this data was mostly digital, the systems weren't integrated, so healthcare workers often spent a lot of time and effort accessing multiple platforms to piece together a patient's complete medical history.

A massive operation

5 hospitals*

2.6million

patient contacts

132,000

day cases

1.58million

outpatients

101,000

inpatients

629,000

community contacts

194,000

A&E attendances

£2.8billion

annual turnover

25,300

Staff

Case study

Meeting government targets. Making more time for care.

The NHS aims to adopt innovative, secure technology to improve patient care and enable clinicians to work more efficiently and effectively. Electronic patient records (EPRs) form the cornerstone of this digital transformation, and of the government's plan for digital health and social care.¹

Guy's and St Thomas' wanted to centralise patient information by replacing its existing solutions with a single, trust-wide, electronic patient record (EPR) system. In October 2023, the trust launched its Apollo transformation programme.

This consisted of an EPR system powered by Epic and integrated with Civica Document Management, our cloud-enabled document and content management (EDCM) system. Together, this solution delivers a complete picture of each patient's clinical data in a single view, helping Guy's and St Thomas' become one of the 90% of NHS trusts to have adopted EPRs ahead of the government's target schedule, in 2023.²



Why integrate EDCM with EPR?

Guy's and St Thomas' selected Epic to provide its EPR system following a tender in 2019. In a subsequent tender in 2021, the trust chose Civica Document Management as its EDCM.

Storing records and information in a separate but integrated EDCM helps streamline EPR operations for a trust of this size with multiple sites, and enables staff to better control and manage the data. The EDCM is the repository for all current and historical patient records, while the EPR system acts as the single source of data at any given time during a patient's treatment. Integrating the two systems combines all patient data into a single, complete and up-to-date view for any clinician at any time. In addition, the EDCM becomes the repository of information about deceased patients, enabling simplified access to their records when required for forensics and other purposes.

"Introducing a new EPR system isn't just about new technology. It's more about changing the way we work every day, using new tools and high quality data to improve the way we provide care to our patients."

Beverley Bryant, Chief Digital Information Officer, Guy's and St Thomas' NHS Foundation Trust





Success story

Why choose Civica Document Management?

Guy's and St Thomas' procured Civica Document Management on a 10-year contract, with renewal options to extend it for up to five more years.

"Civica Document Management meets our needs for a fully managed, high-performance, scalable solution that interoperates effectively with Epic," says Denis Lafitte, joint Chief Digital Information Officer across Guy's and St Thomas' and King's College Hospital NHS Foundation Trusts. "Earlier versions of the solution were among the document management systems already in use at the trust, so we had experience of working with Civica and knew we were in good hands."

Civica Document Management supports multiple electronic file formats. It enables vast volumes of records to be imported from the trust's existing document storage systems, and new records to be added, including day-forward scanning. It also meets the trust's critical requirements for information governance by:

- Complying with data security and standards requirements
- Creating a permanent audit trail for the records (showing, for example, who added or accessed a record, and when)
- Ensuring immutability of the records themselves, preventing tampering or accidental deletion
- Enabling segregation of data to restrict access to sensitive information
- Providing built-in rules that help the trust comply with complex policies relating to record-keeping and destruction

Key benefits of Civica Document Management

- Can be implemented as a standalone solution or integrated with a variety of EPR systems
- Helps the NHS go paperless
- Reduces need and costs for document storage and paper handling
- Enhances data security and governance
- Can be deployed in a range of public and private clouds
- Fully managed and supported by Civica

Case study

Innovation through collaboration

The integrated EPR and EDCM systems went live in October 2023 at Guy's and St Thomas' and its partner, King's College Hospital NHS Foundation Trust. One of the largest Civica Document Management implementations in the UK, it was also the first to go live in the Azure public cloud, in partnership with Microsoft. Hosting Civica Document Management in Azure makes it easy to scale capacity to handle rapidly growing volumes of data, while ensuring compliance with NHS data management and security regulations.

Civica teams in the UK and India collaborated with the US-based Epic team to deliver the deep system integration needed to meet the trust's requirements. Civica also worked closely with NTT, Guy's and St Thomas' selected data migration partner, to export data from the trust's existing information management systems for input into Civica Document Management.

As well as data cleansing, there were specific challenges to overcome, such as vaccination records that were grouped by data rather than by patient. Civica and NTT developed a process to extract the relevant data from those datasets and assign it to the individual patient records.

Project partners maintained an open dialogue throughout, and that continues today.

CIVICA



Better system outcomes, better patient outcomes.

Impressive numbers.
So what do they mean for
trust staff and patients?

A single point of access to patient information

Clinicians have faster access to patient records via a single login from desk or on the go, so they can prepare more efficiently for each patient.

A unique patient ID across the trust

No more need for information requests when patients are referred between the trust's hospitals. That means shorter waiting times.

Direct access to Civica Document Management

Most of the time, the EPR acts as the gatekeeper to patient information. At the trust's request, Civica also enabled secure direct access to the EDCM in specific cases, such as consulting records of deceased patients for forensic purposes, or accessing highly sensitive records relating to matters like adoptions, mental health and sexual health.

Making healthcare information accessible at scale

The EPR system holds 18 million unique patient records, accessible by over 40,000 staff across Guy's and St Thomas' and King's College Hospital Foundation Trusts. Civica Document Management provides 363TB of storage, holding around 120m documents, with capacity for future growth built in.



40

legacy systems
decommissioned

120m

documents migrated

150TB

EDCM storage

13,000

new patient contacts
captured per day

Available to

34,000

clinical users

£7m

saved per year



**“ Together we’re
providing userfriendly
EPR\and EDCM systems
and high-quality data
to help enhance the
clinician experience band
improve patient care
now and into the future.”**

Paul Sanders,
Executive Director, Health
and Care, Civica



A global GovTech champion

We make software that helps deliver critical services for citizens all around the world.

Contact us

Speak to our team today to discover how Civica can support your organisation's goals.

For more information, please visit civica.com

