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Case study

Mid Yorkshire Teaching NHS Trust transforms cancer pathways with Civica Clinical Pathways

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Cancer services manage some of the most complex pathways in healthcare. Each patient journey involves multiple investigations, consultations, Multi-Disciplinary Team (MDT) decisions and treatment steps. It's essential that each part of the process is tracked accurately to meet tight national standards and ensure timely care.

At Mid Yorkshire Teaching NHS Trust, several familiar operational challenges were beginning to hinder this process, so it was time to explore how technology could transform workflows and improve healthcare management.

The challenges of navigating multiple systems

Clinical nurse specialists (CNSs), MDT coordinators and admin teams were navigating multiple systems at once. Data needed to be copied manually across systems just to keep patient records aligned. This duplication not only carried a risk of human error, it was also a drain on time and could cause delays.

Routine operational audits such as CT scan wait monitoring, Ear Nose and Throat (ENT) validation and pathway checks also required extensive manual effort. In one example, three staff spent a full day every fortnight carrying out CT wait reviews. Over seven years, these audits alone equated to months of clinical and operational capacity lost.

Patient confidence was also being impacted, as Craig Nelson, a lead cancer manager at the Trust explained:

"Fragmented information flows meant our patients sometimes needed to repeat the same details across appointments, which lead to questions as to why their information wasn't visible between departments. The disconnection was having a negative impact on their overall experience."

Consolidation to a single platform

" We needed a platform capable of handling complex pathways and reducing duplication. Improving the operational environment for staff was a critical step in making sure that we could deliver the best possible care for our patients — a pathway where their journey could be tracked seamlessly from one contact to the next.

There was also the matter of the Trust's wider drive to introduce Electronic Patient Records (EPR). "Part of that initiative was to rationalise our full estate of digital tools, which totalled over 200", continued Craig.

Better visibility of pathway risk

Stronger governance

A proven remote monitoring model

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"We had a goal to reduce the number of different clinical systems in use through better integration. This meant developing a clinical pathways solution that would not only support that future roadmap by consolidating lots of functionality into a single system, but also ultimately integrate with EPR. **Civica was found to be the perfect partner to support this digital transformation.**"

Truly integrated patient care

Mid Yorkshire already had an established relationship with Civica and has been partnering on a number of transformation initiatives over the years, from moves towards paperless to developing a single view of patients' clinical information for EPR. The Trust began using Civica Clinical Pathways, formerly known as Infoflex, around 2010 and has worked ever since in collaboration with the Civica product team to support the development roadmap.

Civica Clinical Pathways is used by **130 NHS Trusts** and already supports over **65 specialities**. Mid Yorkshire focused on using it initially to transform its cancer pathways. The system tracks each patient all the way from referral through appointments, CNS consultations, assessments, treatment plans and ongoing contacts through to discharge.

Operational leads and managers have a clear view of where patients are in their pathway and where delays may occur,

while it is used as a focal point in MDT meetings. "Instead of spending hours identifying issues, teams can intervene earlier and more confidently", said Craig. This is all helping to reduce bottlenecks and support safer, more predictable pathways.

> **Overall, the system has embedded and become a vital part of how we work day-to-day. Teams working across multiple sites are all connected, and even more-so since we migrated to a web-based version. It means that the patient feels like they are experiencing a single, joined-up service.**

Releasing staff time and increasing capacity

One of the biggest operational gains has been the reduction in manual audits. Where teams once spent days validating CT waits, ENT referrals and other pathway checks, Clinical Pathways now provides a single, accurate source of truth. **Hundreds of**

staff hours have been released as a result, which has been redirected back into patient care and support where possible. The CNS no longer faces the same administrative pressure to keep records up to date and accurate either, since the system manages it for them. At the same time, care benefits from improved data quality and consistency.

> **At a time when capacity is stretched, reclaiming this time has had a significant operational impact. Civica Clinical Pathways has helped to bring a sense of continuity to the pathway, and this is really being noticed and appreciated by patients",** said Craig.

Continuous improvement in clinical pathways

Mid Yorkshire Trust has used the system to successfully introduce remote monitoring across prostate, breast and lower GI cancers. Patients who do not need routine face-to-face follow-up can now be

monitored safely from home. This means fewer unnecessary clinic appointments and more capacity to prioritise those that need in-person care, which is all great for patient convenience and satisfaction.

Following the success of its application in cancer, the Trust has plans to extend remote monitoring into respiratory, rheumatology and haematology. It is also working closely with Civica to feed insights into the product roadmap for further development, including more automation and AI functionality to further streamline routine tasks. "Even having three Civica development days a year can make a huge difference, and it really sings to the culture of openness and continual improvement that has been central to the programme's success."

> **This transformation improves the experience of staff and patients every day. It strengthens operational resilience, supports safer pathways and enables teams to deliver care with greater confidence and efficiency",** Craig finished.

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