

# NCIC transforms costing efficiency and service engagement

By automating processes, analysing data and increasing flexibility

North Cumbria Integrated Care (NCIC) NHS Foundation Trust provides acute and community health services to 500,000 people and delivers over 80 services across North Cumbria.

With a cost base of £460 million, the Trust's small Costing team of three was facing increasing demands on their time. They sought to use Patient Level Information and Costing data more effectively to improve patient care.

The team decided they needed to automate their processes. Sarah Cooper, Lead Cost Accountant, NCIC, explains:

"We wanted to move away from manual Excel spreadsheets which took up so much time. We needed a solution which we could rely on during our busy periods, especially during cost collection and to reduce processing time each quarter."

NCIC worked with Civica to see what worked in the manual reports and what didn't. Civica's ProAuto was chosen to calculate and process models overnight. Power BI was utilised to link the costing model of the Trust to specific metrics and automate the analysis.

Immediately, Sarah saw the processing time to create the reports had reduced significantly. Reports were set up and refreshed for each quarter, ready for the team to use as soon as they logged on.

"Civica ProAuto is doing the hard work for us. We can easily add comments and highlight any variations to services - time spent pulling together reports has more than halved our processing time - allowing us more time for engagement and identification of improvement opportunities," says Sarah.

- 1 More than halved time taken to produce reports
- 2 Ability to easily change and update report metrics
- 3 Data is driving conversations across different organisations

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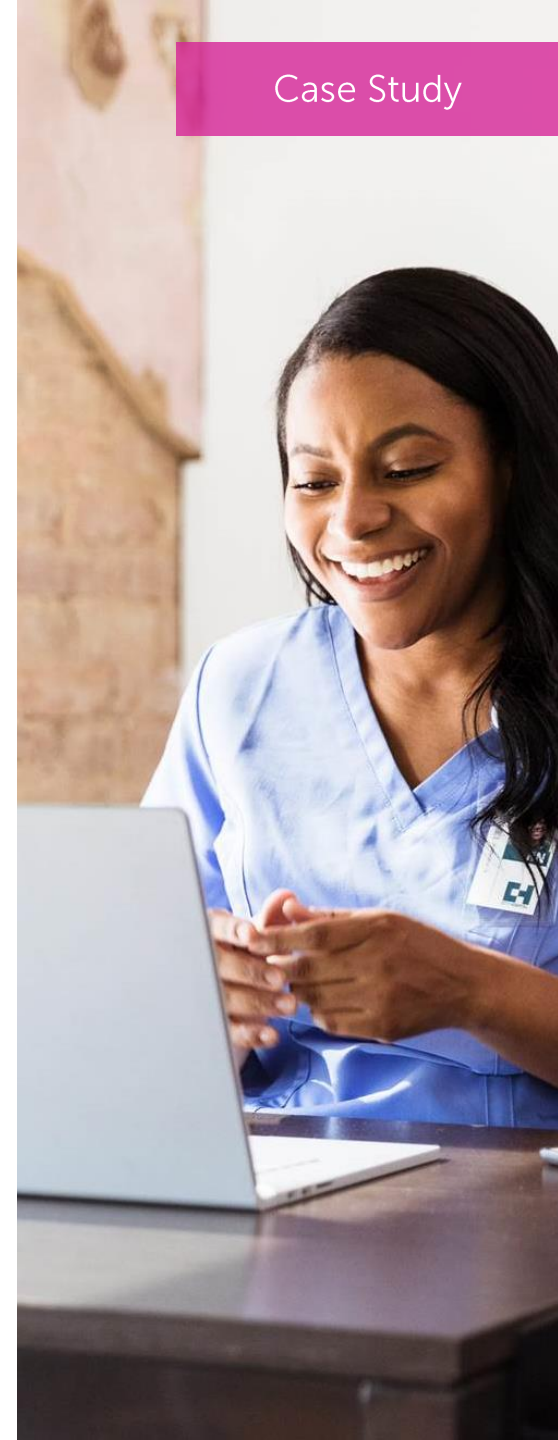
Sarah Cooper,  
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Care NHS Foundation Trust

Learn more:

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NCIC also worked with Civica to build a report to help them identify frequent attenders in A&E.

“Civica gives us integrated data and better intelligence to drive the practical conversations we need to have across different stakeholders about making improvements.”

Sarah Cooper,  
Lead Cost Accountant,  
North Cumbria Integrated  
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Through Service Line Reporting the Costing team identified that the A&E department had an opportunity of £6.8 million. Benchmarked against the national average, they realised this was a significant proportion of attendances and cost. They also recognised the pressures facing A&E departments nationally, including significant staff shortages.

They needed a visual report to engage clinical staff across many different health organisations in North Cumbria. It was necessary to see the common frequent attenders across ambulance, mental health service, community and acute services, for all the agencies, and what impact they were having on the attendances and resources involved.

“Civica has provided us with an adaptable report that can drill into any patient in detail and show trends and themes that can be reviewed. We’re able to see what patient pathways they’ve had and what could be done differently to reduce the number of visits to A&E,” says Sarah.

“The benefits of the report have been huge. We’re all very excited by this new process and the coming together of different organisations. We’re helping to get the right people together to understand and discuss alternative pathways and the data is driving the conversations.”

NCIC is using Civica’s mapping functionality to help identify a patient’s GP surgery and the A&E sites they attended, to help discuss with GP surgeries the common frequent attenders and how to help.

“The reports from Civica will bring benefits to patients, staff, the Trust, and in time the North Cumbria community,” says Sarah. “We’ve already started discussions with Civica about developing the next report project for our medically optimised patients so we can tackle some of the issues within our control to help reduce their Length of Stay.”



## North Cumbria Integrated Care NHS Foundation Trust

### Why choose Civica Population Health Intelligence?

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- Improve resource management with better intelligence and transparent data using PLICS
- Combine patient level activity and costing data to give service delivery variation.



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