

Referrals fast-tracked in Greater Manchester

Allows for better patient experience at Northern Care Alliance-Bury

Timely status updates and care continuity throughout the entire care pathway is providing improved support to children and their guardians accessing the Child Development Centre service.

The Pennine Acute Hospitals NHS Trust (part of the Northern Care Alliance NHS Group (NCA)), was under increased pressure to implement a new solution for their Child Development Centre (CDC). However an existing project, with another supplier, was causing delay and frustration.

Already familiar with Civica's InfoFlex, which is used for the NCA Breast Cancer Follow Up service, the Trust could immediately see how the toolkit's adaptability would benefit the service now and in the future.

“ We didn't want to cause any delays in finding a tailored solution. Once we looked at Civica's InfoFlex it was an obvious choice for us.”

Dr. Bratati Bose-Haider, Consultant Paediatrician, The Pennine Acute Hospitals NHS Trust

“We needed a solution that could fit in with how we worked. So, what used to be an old MS DOS system and then subsequently a paper and Excel process, is now an online form. Instead of a manual method only the secretary knew, we now have a solution which manages our monthly cycle of referral meetings across our multidisciplinary and multiagency team, as well as tracking children placed on different pathways. Importantly, it gives us greater visibility to prevent any children being missed in the process. Multidisciplinary and multiagency working is complex and having this software makes it far easier to manage.”

Managing complex pathways

The CDC service and Multidisciplinary Assessment Pathway is complicated. Pennine needed an efficient service to create and track referrals electronically from a range of children's social communication disorders and complex physical conditions.

The Trust chose InfoFlex to meet their exact requirements. The new solution automates the referral process and allows care to be scheduled for each patient at the right time.

Crucially, it gives staff a work list to follow. Allowing for effective decision making at every step in the referral process based on a patient's specific needs.

Key outcomes:

- Increased patient safety
- Better data insight supports decision-making and future planning
- Improved service delivery
- Reduced delays to patients.



Northern Care Alliance-Bury continued

Improving service delivery

Civica has helped the Trust modify InfoFlex to meet their needs through multiple prototype reviews.

The CDC coordinators can now see a list of open queries and quickly action them: improving patient assessment times and referral outcomes. It also gives the team key indicators and an accurate process to schedule future meetings, so everything is captured.

Now, clinicians can see in real-time a child's information, including previous referrals without always having to ask the secretary. The Trust and its commissioners are able to report and extract this data for greater transparency.

"Since using InfoFlex we're confident that we're providing the best possible service for our patients," says Dr. Bose-Haider.

It's helped us deliver a safe and tailored pathway for each individual and allowed us to keep track of a service which can be very complex."

"Avoiding delays is our top priority. With Civica we've achieved that."

What comes next?

When choosing InfoFlex, Pennine were very clear in what they wanted. The solution had to keep pace with the changing nature of the CDC service and help them adhere to recent changes in requirements.

"Other suppliers failed to understand the complexities in the service we provide. We needed guidance to help us focus on the output we wanted to achieve and Civica took the time to help us do that.

Going forwards InfoFlex will support us in further improvements to the management of children referred to CDC."

Dr. Bratati Bose-Haider, Consultant Paediatrician, The Pennine Acute Hospitals NHS Trust

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