CIVICA

Civica Scheduling

Safely managing capacity and
demand across health and
social care

"Let's make the 2020s the decade of community services."

Raj Jain

Chief Executive of
Northern Care Alliance

Shifting the paradigm

Community services always seem to be left behind when it comes to advancements in supporting technology as they're less visible. The NHS long term strategy aims to move services out of hospital, but the systems haven't been there to address the transition.

Civica is helping to turn the rhetoric into reality by enabling community health and social care organisations to intelligently coordinate care around every citizen.

Clinically safe

Civica Scheduling complies with NHS Software Clinical Safety Regulation DCB 0129 and is UKCA marked as Class I Software as a Medical Device.

Our software meets all clinical regulations, both now and in the future.

Designed to complement your electronic patient record (EPR) system, Civica Scheduling allows community services to:

- Operate with the same transparency and safety as an ambulance trust or inpatient area

- Provide real-time visibility of your distributed clinical workforce capacity and patient demand

- Implement data-driven community services

- Provide safer staffing levels by evidencing understaffing and skills gaps

- Reduce clinical risk by ensuring patients are seen by the right clinician with the right skills at the right time

- Release more time to care - senior clinicians can concentrate on complex cases instead of administration.

Intelligent scheduling

Helping community health and social care teams to optimise schedules, reduce non-clinical time, deliver better quality care and improve staff satisfaction.

Optimise schedules and route planning in minutes

- Automatically assign caseloads based on defined rules such as clinical skill, patient need, location and visit duration

- Easily schedule planned and unplanned visits, with real-time visibility for managers across all teams

- Optimise clinician schedules and route plans, with protected lunch, break and travel times

- Seamlessly integrates with your EPR system

- Allows flexible autonomous caseload scheduling for teams that might not need to use auto-scheduling

- Schedule virtual visits, lunch, handovers and phone calls without compromising routing.

"Civica Scheduling has enabled our community services to free up time to care by improving productivity by up to 30%. We've improved patient outcomes whilst reducing the clinical risk and the cost of delivering community services."

Clara Gilfillan
Operational Lead for Community Nursing,
East Suffolk and North Essex NHS Foundation Trust

Caseload management

Using scheduling algorithms developed with NHS partners to optimise and automate caseloads, ensuring staff have fair and safe workloads.

Assign clinical caseloads safely

- Identify capacity and skill mix issues between and across teams

- Perform clinically safe, patient-centred caseload allocation

- Allow senior clinicians time to concentrate on more complex cases

- Reduce service pressures by standardising caseload allocation and workforce management.

"Since implementing Civica Scheduling, time spent allocating caseloads, scheduling clinical care and patient appointments has gone down from over six hours a day to 20 minutes."

Anne Foley
Transition Programme Lead,
Cambridgeshire Community Services NHS Trust

Capacity and demand

Civica Scheduling uses real-time capacity and demand to give managers full visibility of their workforce (capacity and skills) and caseload (patient demand and needs) helping them deliver outstanding care in the community.

Safely manage planned and unplanned care

- Match clinician skills to patient needs

- Easily schedule unplanned visits

- Reduce clinical risk and the cost of service

- Improve productivity, service delivery and patient outcomes

- Operate community services with the same transparency and safety as an ambulance service and inpatient area in an acute hospital.

"Benefits of Civica Scheduling in terms of demand and capacity planning are huge. We can auto-allocate caseloads and schedule appointments within seconds. Each team can demonstrate where capacity exceeds demand, enabling staff to be allocated to areas where demand outstrips capacity - so the workforce becomes more agile."

Mandy Davies
Chief Clinical Informatics Officer (CCIO), Bolton NHS Foundation Trust

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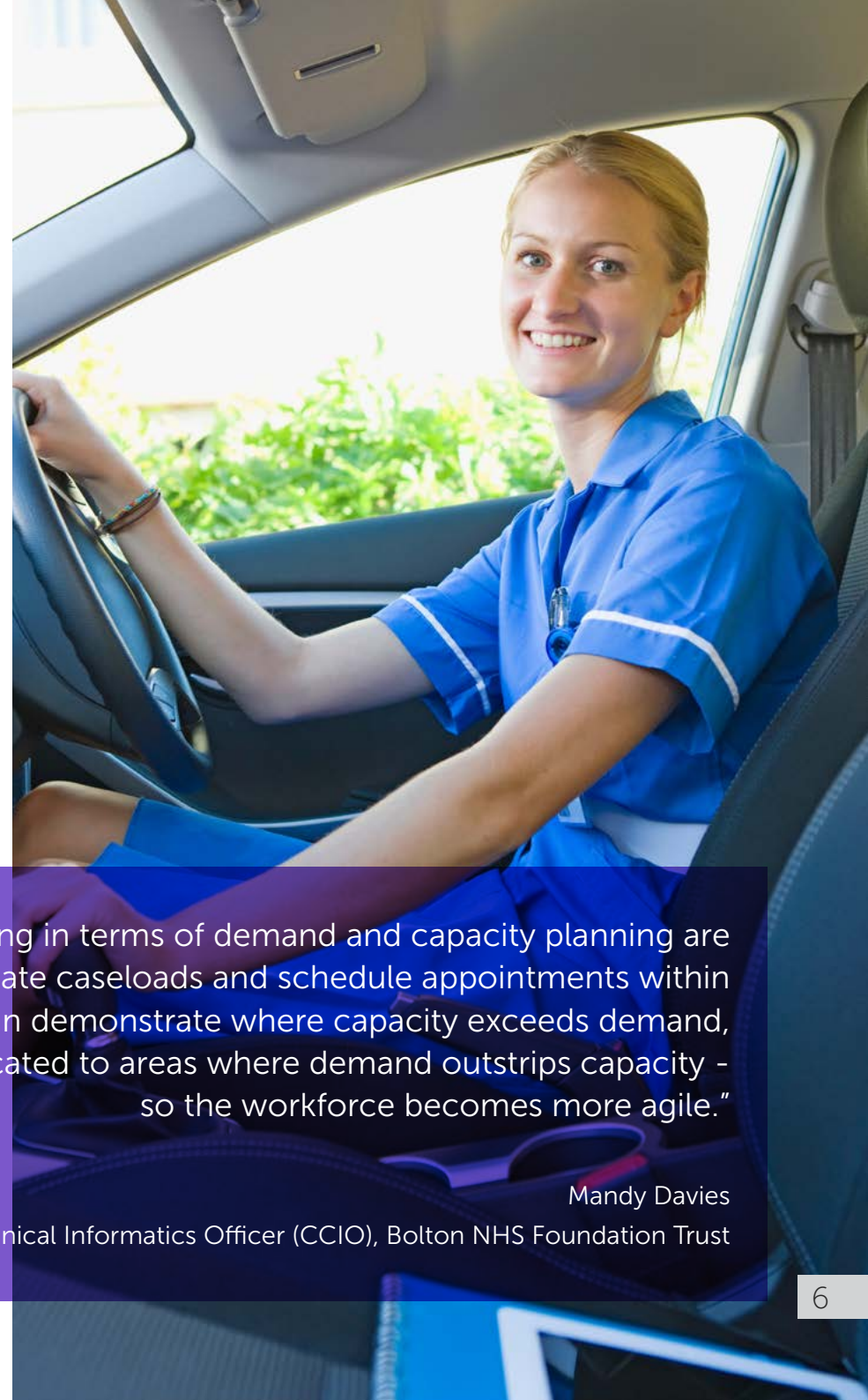
Staff morale

Providing managers with a real-time view of staff to ensure lone worker safety, as well as enabling clinicians to alert managers if they have concerns.

Improve job planning, recruitment and retention

- Make the staff working day easier by reducing non-clinical contact time

- Fairer caseload assignment

- Staff feel safer through enhanced lone worker arrangements

- Breaks and travel time are protected within the working day.

"Civica Scheduling has improved lone worker safety across all teams who use it, with a clear live status dashboard and map."

Ryan Calderbank
Assistant Director of Operations, Integrated Community
Services Division, Bolton NHS Foundation Trust

Care coordination

Built for patient-centred care coordination and to enable continuity of care within an organisation or across a health economy. Clinicians, therapists and other healthcare professionals are able to align visits based on the patient need.

Safely schedule care around your patient

- Coordinate multiple services across an NHS Trust or health economy, including local authority and charity organisations

- Save thousands of hours and minimise errors compared with scheduling and appointment booking via EPR systems

- Share reminders and important information, like entrance keycodes between staff, with patient and appointment messaging

- Unique configurations and rule settings to enable you to deliver continuity of care.

"The interface between Civica Scheduling and our business intelligence tool is giving us better understanding of our demand and capacity which informs our workforce strategy allowing for optimal patient care in the community. This insight allows us to focus our efforts on activities that will provide the biggest benefit to our patients"

Rhys Roberts
Lead Nurse Primary and Community,
Cwm Taf Morgannwg University Health Board

Accurate reporting

Capturing detailed care information to provide valuable caseload, capacity and demand data, allowing community services to accurately forecast staff requirements and provide evidence-based reports and business cases.

Capture and report on empirical data

- Contemporaneous data capture via Civica Scheduling's unique mobile app

- Access your data easily via Civica Scheduling's open and published API, service and management reports

- Build a picture of capacity and demand over time, with reports that highlight trends and variations

- Run instant reports for specific teams, staff or services

- Inform e-rostering and e-job planning systems

- Export to BI systems for further bespoke analysis.

"Civica Scheduling has brought district nursing into the 21st century.
The software has enabled our service to develop true caseload management and allows us to identify the staffing establishment needed to deliver harm-free care within our neighbourhoods."

Gwen Nash, Lead Nurse for District Nursing Services,
Salford Royal NHS Foundation Trust

Workforce planning

Allowing you to plan future schedules, identify shortfalls by competence or grade, make sure the right clinicians are in the right place at the right time, and utilise staff hours as effectively as possible.

Intelligently plan resources to meet future demand

- Identify future gaps in capacity based on data, such as planned versus actual visit time

- Easily re-deploy staff with varying skill levels to where they are needed the most

- Automate allocation of safe and fair caseloads

- Identify the staffing establishment required to safely meet your patient demand

- Provide data to support evidence for recruitment

- Track and manage acuity in the caseload

- Understand where training can improve service efficiency and patient care

- Realise the potential of e-rostering and e-job planning systems.
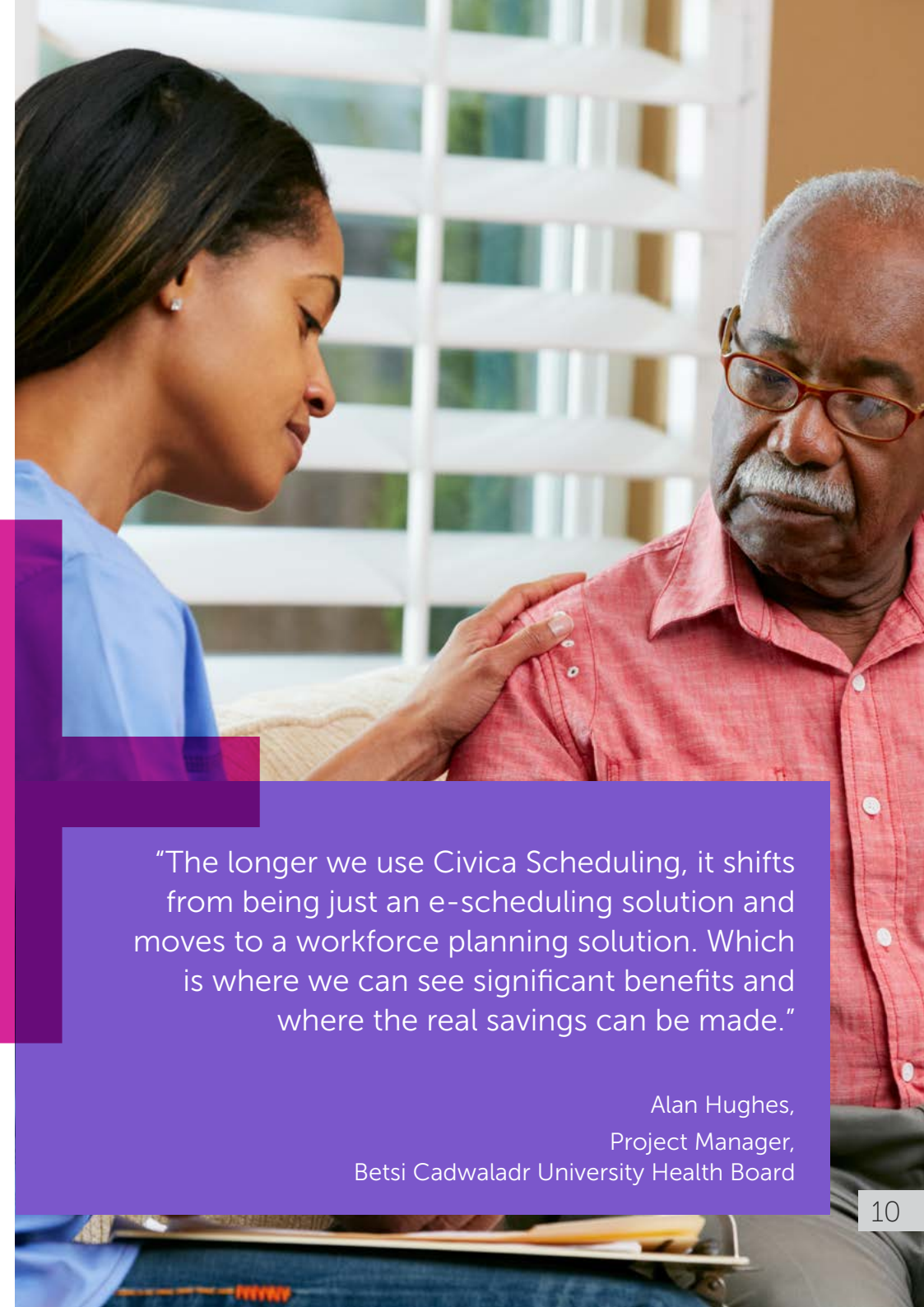
"The longer we use Civica Scheduling, it shifts from being just an e-scheduling solution and moves to a workforce planning solution. Which is where we can see significant benefits and where the real savings can be made."

Alan Hughes,
Project Manager,
Betsi Cadwaladr University Health Board

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Our NHS experience

Our software is developed with our NHS partners to minimise clinical risk, deliver outstanding care and keep clinicians safe. The Civica Scheduling User Group has been created to share knowledge and best practice.

The clinician's voice remains at the heart of product development, implementation and customer support.

Joanne Ambrose, Implementation Support Consultant
Joanne took up the post of Implementation Support Consultant in 2019 following 12 years working within the NHS in a clerical role supporting frontline staff in Podiatry, Nursing, Stroke Rehab, Intermediate Care and Speech and Language Therapy. She is extremely knowledgeable around NHS non-clinical processes and systems, including SystmOne.

Amanda Hobson, Clinical Quality Improvement Lead
Amanda is a district nurse who is passionate about community services. Amanda joined us from East Lancashire Hospitals NHS Trust where she was the Assistant Director of Nursing Community and Intermediate Care Division. Amanda supports our NHS partners with change management and getting the most out of Civica Scheduling.
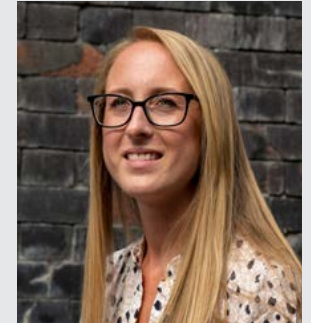

Róisín Reade, Head of Implementation and Product Manager
A former NHS speech and language therapist, AHP therapy lead and clinical lead for stroke. She ensures the clinician's voice is at the heart of the design and development process and is always exploring how Civica Scheduling can help our NHS partners reduce clinical risk. Róisín was an HSJ Rising Star finalist in 2015 and is a Member of the Faculty of Clinical Informatics.


Louise Roberts, Implementation Consultant
Louise is an SPQ-qualified district nurse who formerly worked at Cwm Taf Morgannwg University Health Board as a district nurse team leader. Louise has unique insight into the challenges in community healthcare. She's currently supporting teams in South Wales to set up and use Civica Scheduling, drawing on her experience to make sure each organisation maximises the benefits.

Luke Webster, Implementation Consultant
Luke joined the team in 2019, bringing over eight years of private healthcare experience. Having worked as a healthcare coordinator, scheduling a team of around 200 carers, Luke has a unique understanding of Civica Scheduling. Luke previously served as a national project lead, rolling out healthcare systems and mobile workforce software.

Health and care

We enable clinicians, frontline workers and key-decision makers to make the informed choices that help them deliver outstanding care.

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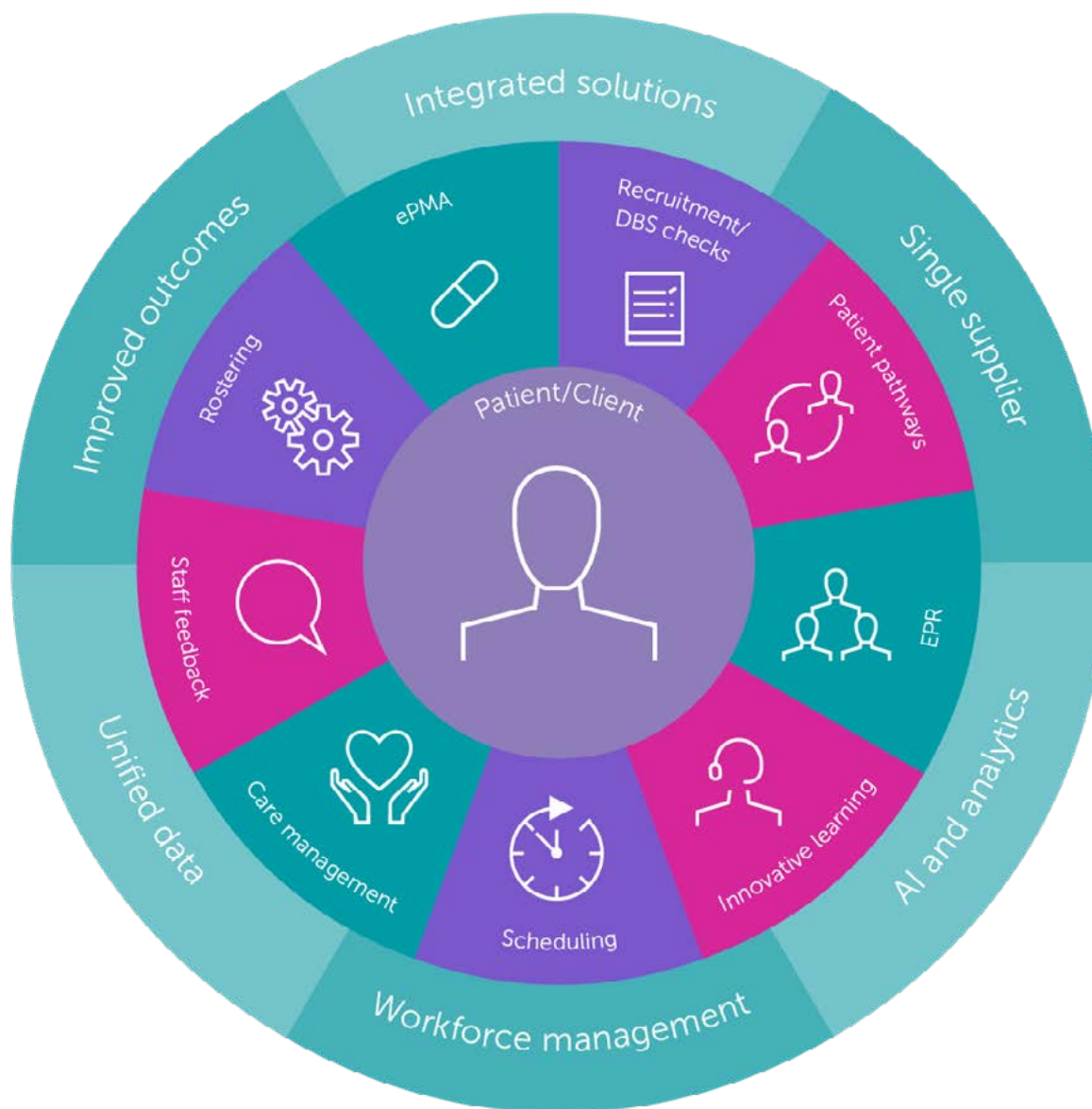
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Civica Scheduling is UKCA marked as Class I software as a medical device

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