

Committed to excellence

Working together

Facing the future



Frimley Health
NHS Foundation Trust



Frimley Health Epic EPR Yearbook

A collection of case studies, stories and diary entries highlighting the benefits from our first year of EPR.





Welcome

Foreword from Dr Timothy Ho, Medical Director

When Frimley Health launched its new electronic patient record (EPR) system, Epic, in June 2022 it instantly catapulted the Trust from one of the least to one of the most digitally advanced trusts in the UK, revolutionising the way care is delivered.

Like many other NHS trusts, Frimley Health previously relied on paper patient records and old IT systems with limited integration and capability. Too often we were getting bogged down going through endless paper notes and logging in and out of multiple systems whilst needing to remember countless passwords to get the information we need.

Many of our staff helped us to choose the best electronic patient record system in the world to transform how we work and care for patients for decades to come.

We always knew that delivering such a massive digital transformation would create challenges and would not go perfectly, and we know that for some of our staff and patients these last 12 months have been more challenging as we sorted issues such as appointment bookings and how we use data. Our staff responded brilliantly to these challenges, so thank you again – and of course thank you to our patients for bearing with us whilst we changed our ways of working.

Now with our patient records in one place, alongside improvements to safety and care using state-of-the-art digital technology, all clinical services across our hospitals and community sites have been completely transformed.

But this is just the beginning, and we know that our vision is to be at the forefront of what the digital agenda can provide for the future – so far, we have barely scratched the surface of what our EPR can help us achieve.

I hope you enjoy this collection of our teams' experiences and stories from the first 12 months of our journey.

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Transforming services

Epic EPR removes the risks and struggles of our staff using multiple systems, ensuring our care for patients is as efficient and effective as it can be. It means our quality of care has been transformed and we're now able to provide a cross-site hospital service – so no matter the

location, we're able to track our patients' health information and deliver a higher and safer standard of care. With less paperwork, faster access to information and a central system to communicate across multi-disciplinary teams, our staff are spending more time with patients.

Revolutionising care on the wards

Paper drug charts hanging at the end of patient beds, doctors documenting in paper notes during their ward rounds, time spent trying to read illegible handwriting, nurses having to wait for a patient's set of notes to become available before they can write in them to record regular observations, pharmacy having to go back and forth to submit paper medication prescriptions... those days are gone...

'The Brain'

Functionality called the 'The Brain' has revolutionised care given by nurses on the wards. The Brain is a helpful tool staff can use to capture significant nursing tasks in one place – this one stop shop details when actions such as documentation, medication, dressing changes and assessments need to happen, to provide the most comprehensive care.

Recording care at the bedside

Workstations-on-wheels, also known as WoWs, are moveable devices that allow clinicians to use the EPR while also spending face-to-face time with the patient. They're used by our multidisciplinary teams to record patient information and demographics in real time. Notes are shared, and a patient's care can be seen in chronological order.

Junior doctors use the WoWs during ward rounds – including recording updates to a patient's care and any medication changes required – which is documented and ordered in real time, ready for nursing staff and other clinicians involved in the patient's care to action.

Nurses and Health Care Assistants (HCAs) also use handheld devices called 'Rover', which have an in-built barcode scanner that enables the patient's health record in the EPR to pop up, allowing observations to be recorded at the bedside without needing to find and log in to a WoW.

Making Every day matter

Every day matters is the trust's improvement programme to help get our patients home as safely and quickly as possible. To make Every day matter, we're using the EPR to its fullest potential. A big benefit of the system is being able to discuss patients and add updates during board rounds, with notes or actions captured directly into the EPR. This includes reviewing and updating the estimated date of discharge (also known as EDD). We're also able to use 'In Transit' – the virtual waiting area – to capture the reason a patient is being transferred to help improve flow and capacity management in our hospitals.

260

Over 260 computer and paper based ways of working turned into one electronic patient record system



Building the foundations

We've only scratched the surface on how care on our wards can be digitally transformed, and as we continue to embed the system we will get more out of it, which will ultimately reduce our length of stay and free up bed capacity across the trust.

Medicine take home improvements

Medicine given to patients when they are discharged (the TTOs process) are now managed digitally, with no paper involved and an improved process for creating and writing the orders. Combined with a focus on TTOs through the Every day matters programme, the number of TTOs arriving in pharmacy before 11am has increased significantly since EPR's introduction, helping to speed up the discharge process.

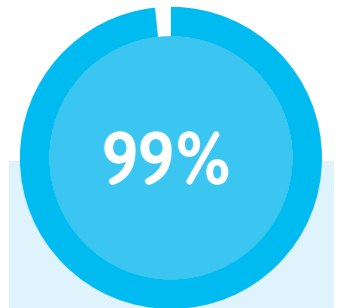


"Epic has been game changing for reducing the amount of time that Nurses, Doctors and Allied Health Professionals are spending across multiple systems and paper documentation. For the first time all the information is in one place, accessible by all and in one record."

**KEVIN PERCIVAL,
CHIEF NURSING
INFORMATION OFFICER**

Over 650

WoWs have been rolled out across the trust since go live.



of all clinical orders are entered electronically (instead of transcribed or scanned)

76%

of nurses are actively using the helpful tool 'The Brain'



Portering on the go

For our porters, EPR is on a handheld 'Rover' device, which provides them with a single system to manage a patient's whereabouts within a site. It is automated and allocates the next available porter to a job, providing better patient tracking and less time wasted. Previously porters would get caught up having to deal with an overload of admin work and spend an unnecessary amount of time waiting around on wards for paperwork that wasn't ready, impacting their efficiency.



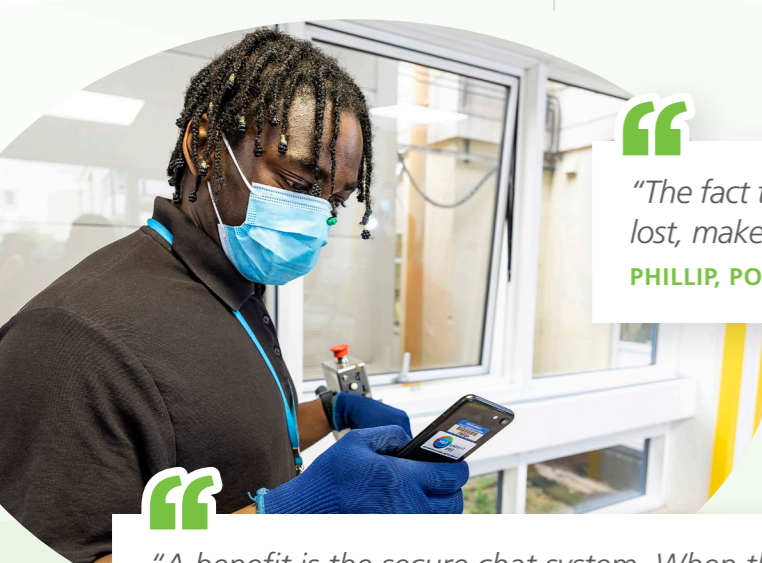
"As soon as you get the job up, you can see the detail of what you need to do, where you need to go, what timeframe and also options, if there are issues when you get there to delay or postpone. All those things are really good".

KEITH, PORTER



"The fact that you're not using slips of paper, so it can't be lost, makes the job a lot easier. It is better than it was before".

PHILLIP, PORTER



"A benefit is the secure chat system. When the porters are out on a job they can relay queries and messages directly to the team coordinators in the Porters Lodge, that can then be quickly answered."

MARK LEPINE-WILLIAMS, ASSISTANT MANAGER



Rover is a mobile friendly version of our EPR that nurses, porters and healthcare assistants use to manage patients on the go.

Over 4,000 staff currently use the device.

Easy access to information for pregnant women

The EPR has improved communication between pregnant women and midwives, the midwives between each other and the midwives to a woman's named consultant. This has improved pathways between teams and has improved accountability for complex cases.

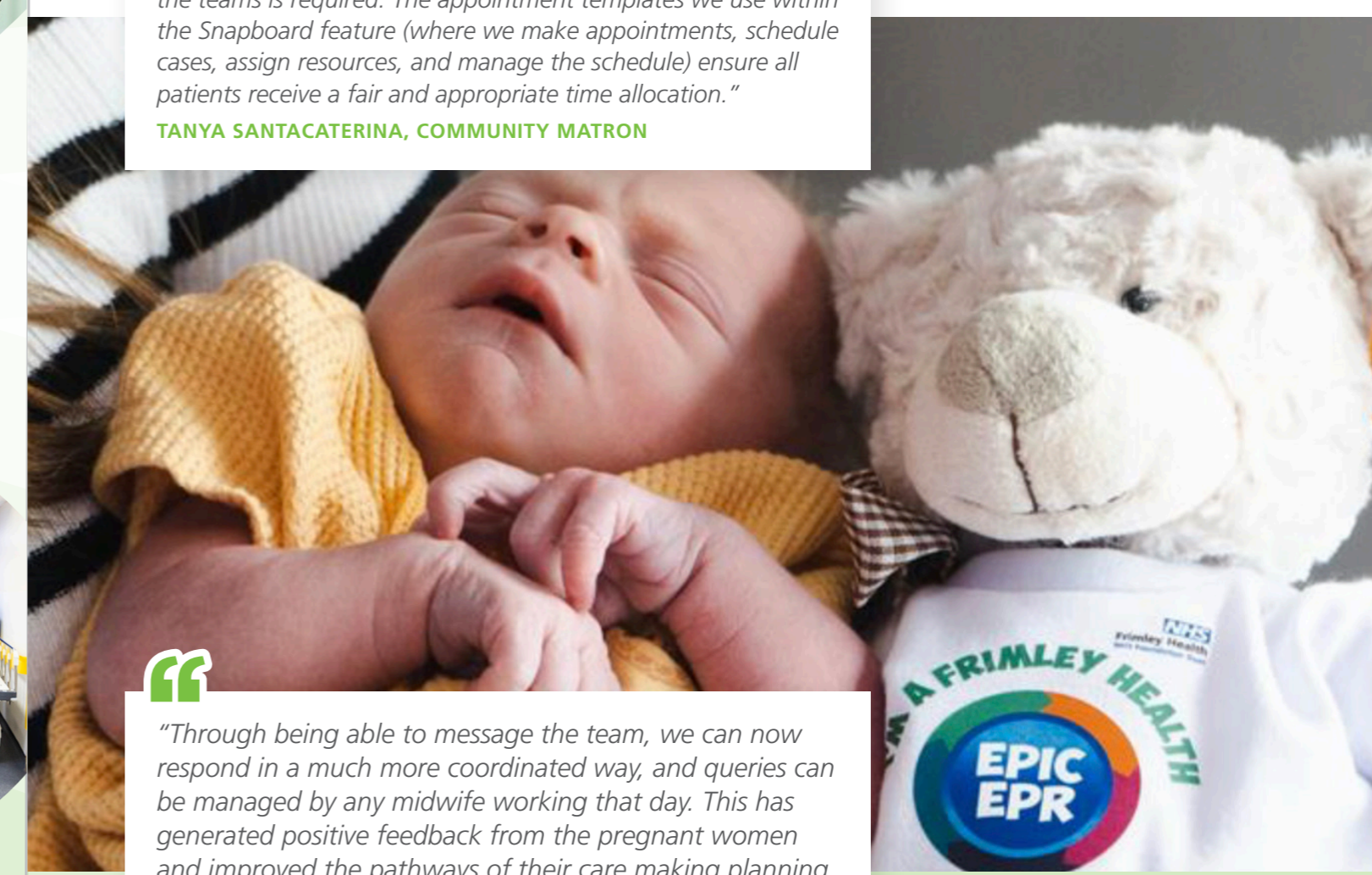
As one of the early adopters of the patient app MyFrimleyHealth Record, our maternity service has now been able to move away from the 'blue book' of maternity notes for pregnant women in favour of a much more accessible app.

With MyFrimleyHealth Record, the women are able to message the community midwifery team and receive a response within 72 hours. Previously they would phone the midwife. However, this was disruptive within clinics and would delay the response as the midwife would not be able to answer due to confidentiality being breached while they were sitting with a different pregnant woman.



"The EPR has been a transformation for us. We have been able to implement a transparent and equal approach to community midwifery, identifying pinch points where further support for the teams is required. The appointment templates we use within the Snapboard feature (where we make appointments, schedule cases, assign resources, and manage the schedule) ensure all patients receive a fair and appropriate time allocation."

TANYA SANTACATERINA, COMMUNITY MATRON



"Through being able to message the team, we can now respond in a much more coordinated way, and queries can be managed by any midwife working that day. This has generated positive feedback from the pregnant women and improved the pathways of their care making planning more efficient, effective and proactive."

TANYA SANTACATERINA, COMMUNITY MATRON

EpicCare Link giving access to primary care



Our Frimley Health and Care Integrated Care System partners have found the functionality of EpicCare link vital for helping to fill in gaps within the clinical record. They then use the portal to find the latest clinical visits and view discharge summaries, medication changes, notes, results and a range of other clinical information. Time is saved both for our partners and for Frimley Health by reducing the need to place direct phone calls or send emails to admin teams requesting patient letter or appointment information.

Over 80 GP practices have signed up to EpicCare link, which allows primary care clinicians to access the EPR to view their patients' Frimley Health information in real time.



Accurate diagnosis of acute pain

A young boy came to his GP with acute pain, and the GP suspected testicular torsion, a serious condition that requires prompt surgical intervention. The GP referred the patient to the urology team for urgent evaluation and treatment. However, the GP wanted to ensure proper follow-up care, given that it was a paediatric case.

The GP used EpicCare Link to access the patient's hospital records that evening and discovered that the patient had indeed undergone surgery for testicular torsion, as documented in the operation note. Armed with this detailed information, the GP was able to discuss the case in a clinical meeting with the urology team, providing important insights and facilitating coordinated care. Moreover, the GP was able to plan a timely follow-up call with the patient and the family to provide post-discharge support, knowing the diagnosis early and ensuring timely patient communication.



With EpicCare Link I can ensure no one goes under the radar. I'm aware of any medication changes that would have happened in the hospital and can make an informed decision on what to do next based on that information.

DR PHILIP SLACK, CONSULTANT PSYCHIATRIST, SURREY AND BORDERS PARTNERSHIP NHS FOUNDATION TRUST



The use of EpicCare Link allows for timely and accurate diagnosis, avoiding unnecessary healthcare utilisation and ensuring appropriate patient care.

DR BHARAN KUMAR, GP LEAD, SLOUGH



Access to the EPR (via EpicCare Link) has rapidly become an essential part of our holistic assessment of patients both on admission to the hospice and later on in the admission if we need to understand or clarify clinical decisions or conversations undertaken in hospital prior to transfer. This access enhances patient safety by providing access to essential clinical information and patient experience as the access demonstrates system wide information sharing and reduces the need for patients and families to keep retelling their stories.

DR NICK DANDO, THE THAMES HOSPICE CHIEF OF CLINICAL SERVICES



Patient experience

Co-ordination of patient admission is now becoming easier, and patients are no longer required to repeat information multiple times as information is uploaded once to a single system.

Our EPR also allows staff and clinical professionals to spend more of their time treating patients rather than managing processes and completing administrative tasks.

It's easier for staff to access the right information at each point in the clinical pathway, meaning they are better equipped to care for patients effectively. This information is easily accessible to staff even when they are not on site, so patients can get the care they need at home safely and conveniently, rather than being in hospital.

And our patient portal, MyFrimleyHealth Record, has transformed the way we interact with our patients, providing personalised and secure online access to medical records at Frimley Health.

MyFrimleyHealth Record, the patient app



The introduction of MyFrimleyHealth Record enables patients to view their health information in one place, such as medications and test results, to see their upcoming appointments, to communicate with their care team and join video consultation clinics.

Improved visibility of their health records has enabled patients and carers to exercise choice and take control of their healthcare.

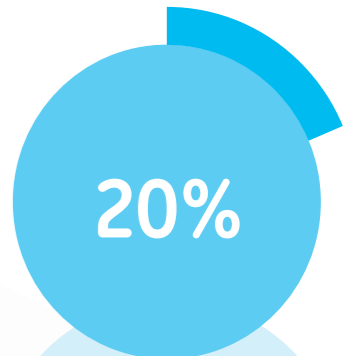
The app also runs questionnaires for patients about their health and care.

The answers are used to capture information about general patient health and for specialist areas including dietetics, trauma and physiotherapy, to provide richer information to help our clinicians to deliver care.

The app was activated on the same day as our EPR went live.

70,000+

patients signed up in our first year. Current average weekly sign up rate is 2,000 patients per week



of patients checking in for Appointments via 'eCheck-in' on the app



Fast Pass success

The Trust has enabled 'Fast Pass' for patient waiting lists, the first UK trust to do this. Fast Pass allows patients to request an earlier appointment on MyFrimleyHealth Record when cancellations or rebookings become available. So far over 7,000 Fast Pass appointment offers have been sent to patients.

What do our patients think?

“

"I particularly like being able to read my blood test results (I am a type 1 diabetic and have several blood tests each year) before going to either the diabetic clinic or GP surgery as I have time to consider any questions I might have."

JAYNE JEREMIAH, PATIENT

“

"I rely on the app a lot as I have quite complicated needs embracing audiology, ophthalmology, haematology, endocrinology and from time-to-time other specialists. I like many features but possibly the best one is the instant report I receive following a consultation. What's not to like? It's helped to simplify my complicated health regime"

STUART PARR, PATIENT



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"Everything is in one place and most things are linked... consultant appointments and follow up tests and letters for example. I like using the app because it's quicker than the post for important test results. For example, I was desperately waiting to know my score on a test that would determine (via results from the USA) whether I would have to undergo chemo right before Christmas, so it was so helpful as I could plan properly."

STEVIE BONASSERA, PATIENT

Virtual wards: providing care on the go

Our EPR has also provided greater opportunity to manage and monitor patients outside the hospital for several care teams. Virtual wards, a key NHS England ambition, are running for several services and have enabled patients to be treated in their own home either via telephone or face to face with the same level of information as if they were in the hospital, but with far less administrative overhead and manual intervention. Unnecessary hospital admissions have been avoided, which is much better for patients and a better use of clinical time.

Frailty ward success

Our frailty virtual ward allows for patients to be discharged early from our acute wards to their own homes while still receiving the same level of care as they would in a hospital ward.

With the support of the EPR, this includes being able to perform blood tests, give IV medication, give a nebuliser or oxygen, perform therapy assessments and provide equipment to help patients' mobility.



In the last year, around

1,450 patients

were cared for across local communities, with

1,220

of those (83%) avoiding hospital admission

A new way to check-in

Self-service kiosks allow patients to check-in to their outpatient appointment themselves, helping reception staff during busy periods and easing patient flow in these areas.

Located in outpatient entrances across the trust, these easy-to-use kiosks alert our staff to patient arrivals via the EPR.

Outpatient teams have noticed the difference these kiosks have made since they went live during our EPR launch last year. They were recently made more eye catching, and teams are now looking forward to more patients using them in the coming months.

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"We're actively promoting our patients to use the kiosk where able, as it's a user-friendly service that benefits both patients and staff, and improves flow throughout our receptions."

RICHARD FOWLER, OUTPATIENTS MANAGER

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"When patients use the kiosk, it allows the team to synchronise clinics and help visitors with their queries."

MEL DUNN, RECEPTIONIST TEAM LEADER FOR FRIMLEY



10,000

Since 2022, an average of 10,000 patients are using the self-check-in kiosks each month.

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"As receptionists we hope to see more patients using the self-check in kiosks. This will reduce queues and waiting times for patients."

CHARLOTTE D'ADDARIO, RECEPTIONIST TEAM LEADER FOR WEXHAM



Patient safety

Before we launched Epic EPR, our clinicians were challenged by a fragmented patient record with clinical information held across multiple systems in a variety of paper and computer formats. This is now together in one place providing a single real-time patient record.

The patient safety benefits that have come from this have had the most profound impact on the organisation, the work of our clinical teams, and the care patients receive.

Patient safety alert data is immediately visible, and clinical alerts and allergy information are available wherever the patient is treated across each episode of care.

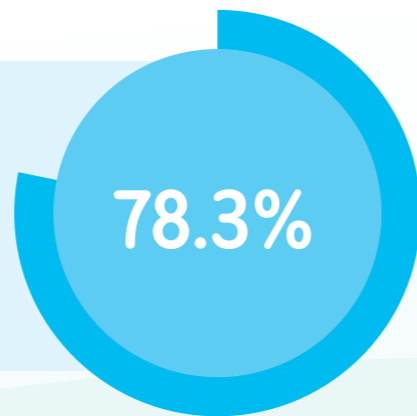
Active decision support is allowing more accurate and safer prescribing of medicines. The ability to inform clinicians when a course of treatment has been completed or requires review was not possible with the previous paper systems.

Allergy improvements

The introduction of the EPR has resulted in far greater oversight of our medication safety work.

Allergy information is available wherever the patient is treated and carried across each episode of care, improving safety for our patients.

We have seen a 78.3% reduction in allergy related medication incidents since the introduction of our electronic patient record. Patient harms from allergy related medications incidents have dropped by 40%.



Cancer alerts

Before we went live with our EPR, if a radiologist identified a possible cancer on a scan, they would report the scan, but also aim to alert the clinician and the cancer office by email. This way of working did have patient safety risks, as any administrative slip in the process could have potentially led to a possible delayed diagnosis.

Now with the EPR, the reporting radiologist can click one button, which then highlights the abnormal result to the requesting clinician (with an !! in their Inbasket results) and also creates an alert to the cancer office so that they can start tracking.

It's a much more efficient and effective process with multiple safeguards in place.

Reducing the risk of infection incidents

Our Infection Prevention Control (IPC) team uses an application called 'Bugsy' to track infections at every step of a patient's care.

Bugsy has been vital for the investigation and management of healthcare-associated infections and outbreaks across our sites. This had previously required lengthy data collections from multiple IT applications, paper notes and ward records.

It's used for the surveillance of patients at high-risk of healthcare-associated infections, by having real time oversight of patients with invasive devices (such as IV's) and wounds, enabling actions to be put in place to mitigate the risk of infection.

It's helping save our IPC team one hour each morning that would have otherwise been spent gathering infection and isolation information from paper, IT and ward records.

The team now spends this time providing a greater presence and support in clinical areas.

The team are using Bugsy for mandatory Orthopaedic surgical site infection surveillance and have plans in the next year to expand the surveillance to other categories of surgery, to gain a better overview of trust performance and highlight any areas for improvements in practice.

In the past year, the team have been working with IPC teams at other NHS trusts who have or are about to have the Bugsy application, to help them get the best out of their systems to improve their service.

1 hour saved

The IPC team saves one hour a day previously spent trawling through IT and paper records.



"The EPR has enabled us to identify key risk factors and learning from incidents far quicker than we did previously, meaning actions to reduce the risk of incidents occurring can be put in place sooner."

VICKY GENTRY, INFECTION PREVENTION NURSE CONSULTANT

Responding to deteriorating patients

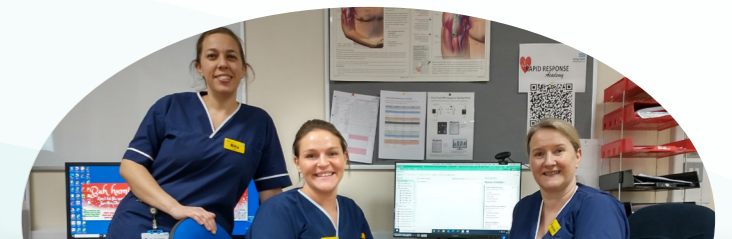
Epic EPR has transformed the way of working for the Rapid Response team. Now when they get a referral for a deteriorating patient, they can go into EPR and instantly look at their reason for admission, diagnosis and treatment plan, ensuring appropriate action is taken.

The team has quicker access to CT scans, X-rays and blood results which they can view from a single workstation. This means that when they're juggling several jobs at a time, they can prioritise patients more effectively.



"We find EPR messaging an effective communication tool. We're able to remotely liaise with all members of the multi-disciplinary team. For instance, we can now look at a patient's trend of observations, which may alert us to detect early deterioration and help us to communicate a treatment plan in a timely manner to the staff concerned."

PHIL EARL, SENIOR RESUSCITATION PRACTITIONER, RAPID RESPONSE TEAM



Timely discharge medication

Our pharmacy department experienced some of the most significant challenges of any area in the first few months after go live - particularly around data quality, which slowed down the team's ability to dispense medications. Thanks to Epic partners and our own EPR team to resolve these issues, improvements have been made to data, dispensary turnaround is faster and some of the immediate benefits are being realised. There is a focus in the year ahead on retention and stock accuracy.



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“For the most part, the system is working well, and the scanning of drugs has made it safer for patients as there are fewer dispensing errors. The waiting for drug charts and TTO’s to be brought to Pharmacy has stopped and we receive work faster, which allows us to process work quicker. Work is easier to read and not handwritten, which is good for safety. Screening pharmacists can review drug charts now without having to go to the ward.

“The biggest patient benefit is receiving the work in a more timely manner to be able to process it to get patients’ treatments or medication for discharge quicker. This has cut out all the waiting and foot traffic to get prescriptions to Pharmacy and saved time and resources.”

PHILIP CLARK, LEAD TECHNICIAN

“

“The EPR has enabled us to clinically screen and prepare discharge medication ahead of patient discharge, improving patient flow, and has helped us to work more efficiently as we can now access notes at all times regardless of whether or not other health care professionals are using them. The secure chat function in particular has enabled us to contact doctors and nurses more easily, allowing faster resolutions to medical queries.”

LEX KIRKE, SPECIALIST CLINICAL ROTATIONAL PHARMACIST



Staff experience

We invested in our EPR system for a good reason – to improve efficiencies and care across our trust. For many of our staff, that meant a complete change in their experience in providing that care.

Large-scale digital change is hard, and it hasn't been perfect, with staff and patients

bearing with us while we worked through challenges and stabilised the EPR system.

While some challenges remain, we are seeing staff enjoying the benefits in a number of areas including patient safety, clinical transformation and improved communication between sites.

Referrals to our community sites

At our community sites, the EPR has helped get wards more organised, improving their patient flow. This is because EPR has the information instantly available for teams before the patient arrives. For instance, if a patient suffering from pressure ulcers is due to arrive, the community site can seamlessly prepare and ensure the right equipment is ready and waiting.

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“Epic is a really good tool for the admission and discharge of your patient. It’s easy to access relevant data that you need for booking transport for your patient to go home, to checking their appointment. If you want to book transport, say from Farnham to Wexham Park, you can just find that information and deal with the ambulance service with minimum fuss.”

RICHARD, WARD CLERK, FARNHAM HOSPITAL



Less paper, a better experience

One of the biggest benefits the EPR has brought to our wards is less admin and paperwork, and a better, more secure way of effectively communicating across the team. For our Older Persons and Frailty Unit it's been a game changer.



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“Epic has greatly improved the work environment and patient experience on the ward. Less paperwork means that our nurses have more time to spend with the patients.”

MIGUEL, WARD MANAGER

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“Gone are the days when we have to search for the paper all over the place just to communicate with the rest of the team. We now have Epic, where with one click, we can use the secure chat – and that has made a big difference to the care we provide to the patients”.

ROSS, JUNIOR SISTER



£3.5m

towards new wi-fi and cloud-based networking...to ensure we had the digital infrastructure in place to support our EPR and remove paper.



20m

invested in digital hardware, including some 15,000 new devices



Hospital at Night

Hospital at Night allows ward nurses to request jobs overnight or out of hours to a central point of access. With the EPR, staff can now pop a job through quickly and easily to the Hospital at Night team who can triage to the relevant care teams much more effectively and appropriately.

“

With Epic, we know when a referral is being looked at (by doctors), when the job has been allocated and we know that as soon as an emergency is over, we will get a response from them. So it's quicker, faster.”

JUDEE, SISTER

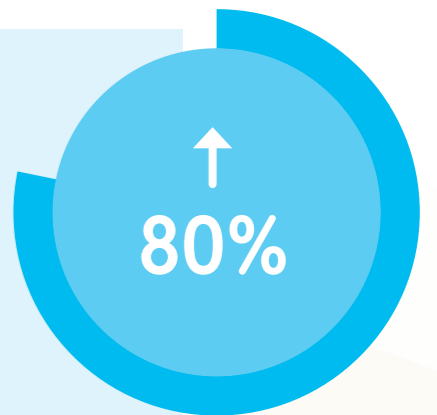
“

A big benefit is more collaborative working. Our EPR has brought together a lot of specialities that wouldn't have crossed paths previously. This then means we're able to allocate different jobs more effectively and they can contact us in a more efficient way.”

THEA, NIGHT NURSE PRACTITIONER



Thanks in part to our Hospital at Night team, our deteriorating patient recognition and response is well above the national target of 60% and we're consistently seeing over 80% of patients within 10 minutes of the national early warning score (known as NEWS) call.



Improved antenatal and postnatal support

Before the EPR go live physiotherapists worked on an old IT system, and midwives on another. It wasn't joined up. If a woman was referred, they would have no idea what their story was. Have they given birth? How many weeks are they into the pregnancy?

Where are they in their journey? With the EPR the answers to these questions are easily accessible at the click of a button.

When a patient on the postnatal ward has certain symptoms or a problem, the midwives can create an order in the EPR to address

what's going on without needing to go to the ward (they are based on the opposite side of the hospital). This, combined with not having to write the discharge letters for patients that have been referred internally, is saving time which is now spent caring for the patient.

“

In the community if I was to book patients into a pelvic health workshop, I wouldn't know some key pieces of information. I had instances where I'd call to book them in, not being aware that they had a miscarriage because this information wasn't available on our system.

“Now with Epic I have all the information at my fingertips so I instantly know the patient story. It's been a game changer.”

MEGAN PRITCHARD, PELVIC HEALTH PHYSIOTHERAPY ASSISTANT



Productivity and efficiency

The EPR has transformed how we operate and has led to increased productivity and efficiency across a range of areas – particularly in outpatients. The duplication of data entry and time spent looking for records were consistent themes prior to the EPR, resulting in significant waste and added cost. Inconsistent, incomplete and siloed information has been removed, and paper use has been reduced.

By going digital we've changed the way our outpatient areas work, making our clinics more effective. Yet we know we can do more to significantly improve efficiency in this area. Over the coming year there will be more focus on using MyFrimleyHealth Record, improving letter turnaround and reducing footfall and unnecessary visits by using virtual appointments.

Paper reduction

The implementation of our EPR has meant that we now electronically document almost all clinical and administrative processes which were previously paper based. One of the benefits of moving from a traditional paper record to an electronic medical record is the reduction in paper use.

Before our EPR, communications with patients, including appointment letters, DNA notifications, clinic letters and discharge summaries would always have been printed and posted to patients.

110,000

To date, we have delivered approximately 110,000 clinic letters and discharge summaries to patients using MyFrimleyHealth Record which would otherwise have been posted.



Our printing of A4 paper has more than halved (56% reduction) since the introduction of Epic

56%

Coordinating clinical action

In Basket is the EPR's message-based task management system, which our clinicians use to streamline communication and coordinate clinical action across the trust.

In addition to allowing our staff to message each other, it gathers and directs messages that have come from our patients who use MyFrimleyHealth Record and automatically creates messages whenever an important action is needed.

For example - outpatient results ordered into the EPR appear in the In Basket and can be sent straight to the patient via MyFrimleyHealth Record – providing a much faster turnaround process for sending results to patients.

Booking centre

Our central booking office is now much more streamlined. All patients are visible on the EPR and it's much easier to review a patient's history and ensure that they are being tracked along their pathway. This is leading to clearer patient tracking lists and more effective ways to manage waiting lists.

Teams have booking work queues that they can filter and analyse to pick out the patients they need to focus on to undertake a task.

How a patient's 'next steps' are recorded and processed, such as a scan or test or a follow-up appointment, has completely changed. Now rather than paper forms being transferred across the trust with a risk of being lost, the clinician places an online order. This is then booked, and the patient contacted.

3,500

On average the EPR is helping provide 3,500 additional first time outpatient appointments per month



We now have only a small number of patients waiting more than 78 weeks for an appointment, and we're working to reduce our longest waiting times to 65-weeks. Our pre-Epic EPR waiting times were in the 90-100 weeks wait. Epic has supported the fantastic hard work and focus of our teams to make this improvement.



SmartTools

SmartTools are time-saving shortcuts that our staff can use to pull various information into their documentation. This includes SmartLinks, SmartPhrases, SmartLists, SmartBlocks, and SmartText.

'SmartText' allows the latest clinical information recorded anywhere in the system to be automatically available to populate documentation. Following an assessment of the patient, whether in a clinic note/result note/ letter or discharge summary, clinicians do not have to waste time searching for, or duplicating information for the patient.



"For me, smart text is my favourite feature on the EPR. If the patient chart has been updated, I'll type in 'dot' to quickly pull the information without having to dive into the chart to find it – saving me time when writing letters in particular."

ANA MARTINS PARDAL, EPILEPSY SPECIALIST NURSE WORKING IN OUTPATIENTS

Instant communication

Secure chat allows clinician-to-clinician messaging within the EPR either directly or to care teams around patient care plans, while allowing the latest clinical patient information to be visible. This works in a similar way to instant messaging but securely within the Epic system. This has removed the need for bleeps, emails, and phone calls, reducing response times for communication across teams.

2,223,806

total secure chat messages sent, with 74,144 group conversations and almost 10,000 users.



Clinical letter dictation

We have a new way of making clinical notes and letters. We launched Dragon Medical One (DMO), a state-of-the-art voice recognition system that converts voice to text directly in EPR. DMO uses artificial intelligence technology to learn how each clinician speaks and gets even more accurate with repeated use. In the past, the trust relied on outsourced transcription services and handwritten reports for document and letter creation. While it worked, it was slow and inefficient. In just three months following the launch of the EPR there were over 600 active users of DMO.

Using it is simple – staff click the Dragon Log-In button in EPR, speak into a device and their speech appears on the screen.



“Letter turnaround is now measured in minutes rather than weeks and every letter is sent on the same day it is created”

**DR GRAHAM SMITH,
CHIEF CLINICAL
INFORMATION OFFICER**

**£20K+
saving**

The new voice-driven workflows have improved the trust’s turnaround times for clinical documentation. It is also helping the trust to save money as we have been able to replace our outsourced transcription service, saving approx. £20.7k per month.



The future: what happens next?

We’re just at the beginning of our EPR journey. Over the past 12 months we’ve seen our teams embrace digital and in turn we’ve had huge improvements in our care and patient safety.

Change of this scale is difficult, and we’ve learnt lessons along the way. We are so grateful to patients and to our staff for bearing with us while we embedded our new ways of working.

Over the coming months and years, a number of longer-term benefits to quality, efficiency and finances, such as improvements in operating theatre use and a reduction in emergency and outpatient activity through virtual care, will become more apparent as we embrace going digital. It’s our vision to be one of the top 10 most digitally advanced trusts in the country, and over the past 12 months we’ve taken giant strides to achieving this.





Frimley Health NHS Foundation Trust

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