

# A New Patient Management System for Yeovil NHS Foundation Trust



## The Customer

The **Yeovil Hospital NHS Foundation Trust** is responsible for running Yeovil Hospital and caring for approximately 185,000 people across Somerset and Dorset.

In recent years they've made a concerted effort to modernise the hospital in order to continually deliver a first-rate patient experience, including:

- **Opening a Boots Pharmacy** so patients can collect prescriptions onsite
- Providing a **dementia-friendly space** for patients to relax
- Launching **a new online and SMS** appointment management system
- Building **a new multi-storey carpark** to cater to a growing patient-base

Part of this modernisation included participating in the **SmartCare** programme, a pioneering NHS scheme to update and

digitise patient record systems – with **InterSystem's TrakCare** as the chosen electronic patient record (EPR).

## The Challenge

As one of the first trusts in England to adopt TrakCare, Yeovil Hospital NHS Foundation Trust were eager to innovate and evolve, but, understandably, there were still some concerns about the new systems.

Digitising patient records would be an obvious improvement over the old paper-based system (and a lot greener!) but at the time all of the trust's patients were required to check in with a receptionist – clearly not conducive to effectively capturing patient data.

There were also worries whether Yeovil Hospital's legacy **patient calling system** could deliver a suitably efficient patient flow, as Sophie Sennett, Business Manager for Yeovil Hospital NHS Foundation Trust, recalls:

“Under the old system, nurses needed to collect patients from the main waiting area and escort them to the clinic rooms - it was hugely time-consuming and impractical.”

To properly integrate and embrace TrakCare, the Trust needed a system that enabled them to better collect patient information, ease pressure on reception staff and modernise their patient calling procedures.

## The Solution

After two years of preparation, the Yeovil Hospital NHS Foundation Trust rolled out TrakCare at the beginning of June 2016, with the Jayex solution due to go live in September.

Neither Jayex or the Trust wanted to rush the adoption and the organisations' respective project managers fostered a culture of deep collaboration to ensure every detail was just right.

This included Jayex delivering **check-in kiosks** which matched Yeovil Hospital NHS Foundation Trust's bold new branding. To say this touch has had a transformative effect on the hospital would be an understatement, with many patients commenting that it feels more like they're going on holiday than sitting in a waiting room.

It was this level of collaboration between Jayex and the Trust which really stood out to Scott Godley, Project Manager for Yeovil Hospital NHS Foundation Trust. He commented:

“Jayex’s project management really was superb. They were very hands on and eager to iron out every feature in advance, from ensuring software was configured specifically to our needs to arranging training so our staff were ready to go live. They even thought about all the little details, like whether there were enough plug sockets to support the new systems.”

## The Result

After the Jayex solution went live, the Trust swiftly felt the benefits. Pressure was immediately taken off receptionists as patients made use of the striking new check-in kiosks. This **improved queue management** and freed up extra time for staff, which was put to good use through better maintenance of patient records.

Staff are now able to call patients with the touch of a button, rather than collecting them personally. This has done wonders to reduce congestion in the waiting room and improve the flow of patients from the main waiting area to the clinic rooms.

Shortly after the go-live, the team at Yeovil Hospital NHS Foundation Trust wanted to check how frequently the kiosks were being used. Thanks to the **Jayex Enlighten module**, they discovered that utilisation wasn't as high as they'd hoped – hovering between 30 and 40%.

The Trust discovered that some patients were worried about their personal information being visible to those queuing behind them. In response, the

team at Jayex helped patch in the ability to replace the first six digits of information with asterisks, making patient information more secure.

In addition, Yeovil Hospital enlisted volunteers to encourage patients to use the kiosks to check in for appointments and update their information – the result was utilisation rising to 85%.

Sophie Sennett, Business Manager for Yeovil Hospital NHS Foundation Trust, said of the new systems:

“It’s a great way to ensure patient information is up to date. Holding more complete demographic information enables us to send confirmation of appointments to patients via SMS or email, along with reminders a few days prior to their visit. This has helped to reduce the rate of missed appointments from 8.9% to 5.3%!”