



Lambeth PCT transforms community care reporting

Executive Summary

As part of the change in the way the NHS stores and shares patient health records in England, London Trusts, including Lambeth Primary Care Trust, have adopted the RiO clinical information system. This provides a unified patient record for Community & Mental Health Services, which range from child health to dentistry and podiatry.

Replacing nine distinct systems with a single solution, RiO provides Lambeth PCT Community Services with a single patient view across all services for the first time, enabling the trust to gain a clearer picture of patient numbers, waiting times and trends in service demand. This insight is key for an organisation that spends £500 million a year on community services to the 345,000 people registered with local doctors in the South London borough.

However, the core reporting solution within RiO is limited. Having pledged to senior management that both statutory and operational reporting requirements would be met on time, Lambeth PCT suffered a serious setback and had to re-evaluate the marketplace. SAP BusinessObjects partner Edenhouse Solutions was set, and met an extraordinary two week deadline to get SAP BusinessObjects reports from a data warehouse up and running. Training was also provided for 15 key analysts and knowledge workers to support the deployment.

Daily use of RiO by all community health services, around 900 users, is building up an in depth data warehouse encompassing clinical and immunisation data, elderly patient information, assessment forms and the number of



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missed appointments. With a single source of consolidated community data Lambeth PCT now has far greater insight into the numbers of patients receiving more than one therapy, the referral path and attendance record.

For the first time service managers for each Community Service have in depth reports about patient numbers, missed appointments and trends in referral. This will support strategic planning for the number of clinics required as well as providing an opportunity to target those patients persistently missing appointments.

Analysing this information will enable the Trust to develop clearer referral paths to maximise patient benefit and ensure patients are receiving all the services required to manage their health – such as podiatry and dietetics for diabetics. Furthermore, by analysing trends in the health of the population of Lambeth, including the inward and outward migration, the Trust can ensure service requirements are continuously assessed to meet emerging needs.

The Trust has also used Crystal Reports to transform its statutory reporting. Lambeth PCT has to provide weekly, monthly, quarterly and annual reports to both the Department of Health and NHS London covering a range of key targets, including the number of children vaccinated each month, trends in immunization and number of referrals to each clinic. Time-consuming, manual data manipulation and consolidation from multiple systems has now been replaced with automated, scheduled report production.

Using SAP BusinessObjects, the analyst team can also now respond rapidly to regular requests for ad hoc reports, such as current performance against a specific NHS target and can automate its Key Performance Indicator reporting, including waiting times and number of patients seen at each clinic.

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