



INTEGRATED DIGITAL CARE RECORD



Success Story

Safer Hospitals, Safer Wards Technology Fund

The Walton Centre NHS Foundation Trust

January 2015

THE CHALLENGE

The Walton Centre NHS Foundation Trust was looking to improve the experience for their out-patients to increase efficiency and create a more relaxing environment.

The Trust was operating a ticketing system with a manned reception which led to complications and confusion with patients returning to the wrong waiting room and being unable to book their next appointment due to long queues. The system also failed to give an accurate estimation on waiting times, which affected the consultants' ability to re-schedule patients if required.

A new procedure and system was required to ease the process and remove the stress from patients in the waiting room.

IMPLEMENTATION OVERVIEW

The Walton Centre opted to install three self-check-in kiosks allowing outpatients to scan themselves into clinic and provide immediate details on whether their appointment is running on time. This alleviates the fear of missing appointments and allows for patients to get refreshments while waiting.

Following funding from the Safer Hospitals Safer Wards Fund, the creation and implementation of the new self check-in system took just 6 weeks with the project going live in September 2013. After reviewing a number of existing systems on the market, The Walton Centre made the decision to design their own solution. Creating bespoke software, to integrate with the incumbent PAS and building their own kiosks with touchscreens, a scanner to read appointment letters and stands that allow access all patient types.

The waiting room is installed with large screens displaying waiting times of appointments and where consultants may be running late. There is also a screen in the adjacent café so patients can relax if they have more time. Instead of a receptionist behind a desk, the Trust has repurposed staff to meet and greet patients, helping them with self-check and providing a warm and friendly service.

Head of the project Justin Griffiths, believes strongly in self-coding when it comes to patient-tailored software:

"We looked at existing solutions but felt they didn't quite suit our needs or deliver value for money. Using our own IT development team we have saved money, whilst creating a solution that exceeds expectations and is continuing to evolve. The view is to now release this via open source in the near future."

"In our first year 88% of outpatients used self check-in kiosks. The waiting room now has a relaxed environment and reception and nursing staff spend more time dedicated to patient support and care."

**Julie Thompson,
Assistant Divisional General Manager,
The Walton Centre NHS Foundation Trust**

"We welcome patients the best way we can and try to minimise the stress from hospital appointments. Our self check-in system is quick and easy to use and a dedicated member of staff is always on hand. Patient feedback has been incredibly positive."

**Chris Harrop,
Chief Executive, The Walton Centre NHS Foundation Trust**

LESSONS LEARNED

The Walton Centre has built a number of in house systems which are being made available on an Open Source license for other Trusts to benefit from and add to the enhancement and development. When building in house solutions they are very clear to set expectations to their users of the timescales and features available.

"Specialist Trusts shouldn't always settle for existing solutions. Thanks to our clinicians, development team and managers working together at the Trust we have saved money whilst improving the entire out-patient experience"

RESULTING BENEFITS TO PATIENTS AND STAFF

The implementation of the self check-in system has delivered immediate benefits by creating a less confused and a calmer atmosphere within the outpatient waiting area.

Staff enjoy more interaction with patients due to their administrative duties being reduced with records on a paperless system. Clinicians have greater clarity on patients in clinic by viewing the system via iPads and there has been immediate financial benefits by allowing staff to be repurposed across the Trust and reducing the administration burden.

IN A NUTSHELL

SOLUTION:

Integrated outpatient self-check in system

IMPLEMENTATION:

6 week period

FUNDING:

Safer Hospitals, Safer Wards

PATIENT BENEFITS:

Less confusion in relaxed waiting area environment

STAFF BENEFITS:

Less administrative duties and more time to treat patients

TRUST BENEFITS:

Money saved on paperless system and not needing additional staff

RESULT:

88% of outpatients now self-check in

CONTACT

NAME: Justin Griffiths
JOB TITLE: Head of IM&T
EMAIL: justin.griffiths@thewaltoncentre.nhs.uk
WEB: www.thewaltoncentre.nhs.uk
TWITTER: @WaltonCentre

