WORKING IN PARTNERSHIP ACROSS THE ICS USING INTELLIGENT AUTOMATION

UKAuthority Webinar

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What are digital workers?

Software robots designed to help your teams **do more and achieve more**

Goals of Intelligent Automation?

Driving collaboration across the Health & Social Sector to..

- **Increase efficiency and productivity**

- **Improve staff morale and employee engagement**

- **Enhance Patient & citizen outcomes**

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"Up to 80% of Social Care time is taken up with administrative tasks"

The demand is growing but there is less time available for social work practitioners to support vulnerable people.

— Assistant Director, Adult Social Care

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A New World of
Integrated Care Systems

Ensuring all healthcare stakeholders are enabled to communicate and collaborate effectively across disciplines and organizations is central to the future of healthcare

Blue Prism gives those stakeholders the ability to bridge the systems gap while creating a centralized operating system and enabling full transparency

STANDARDISE AUTOMATION

SHARE EXPERTISE
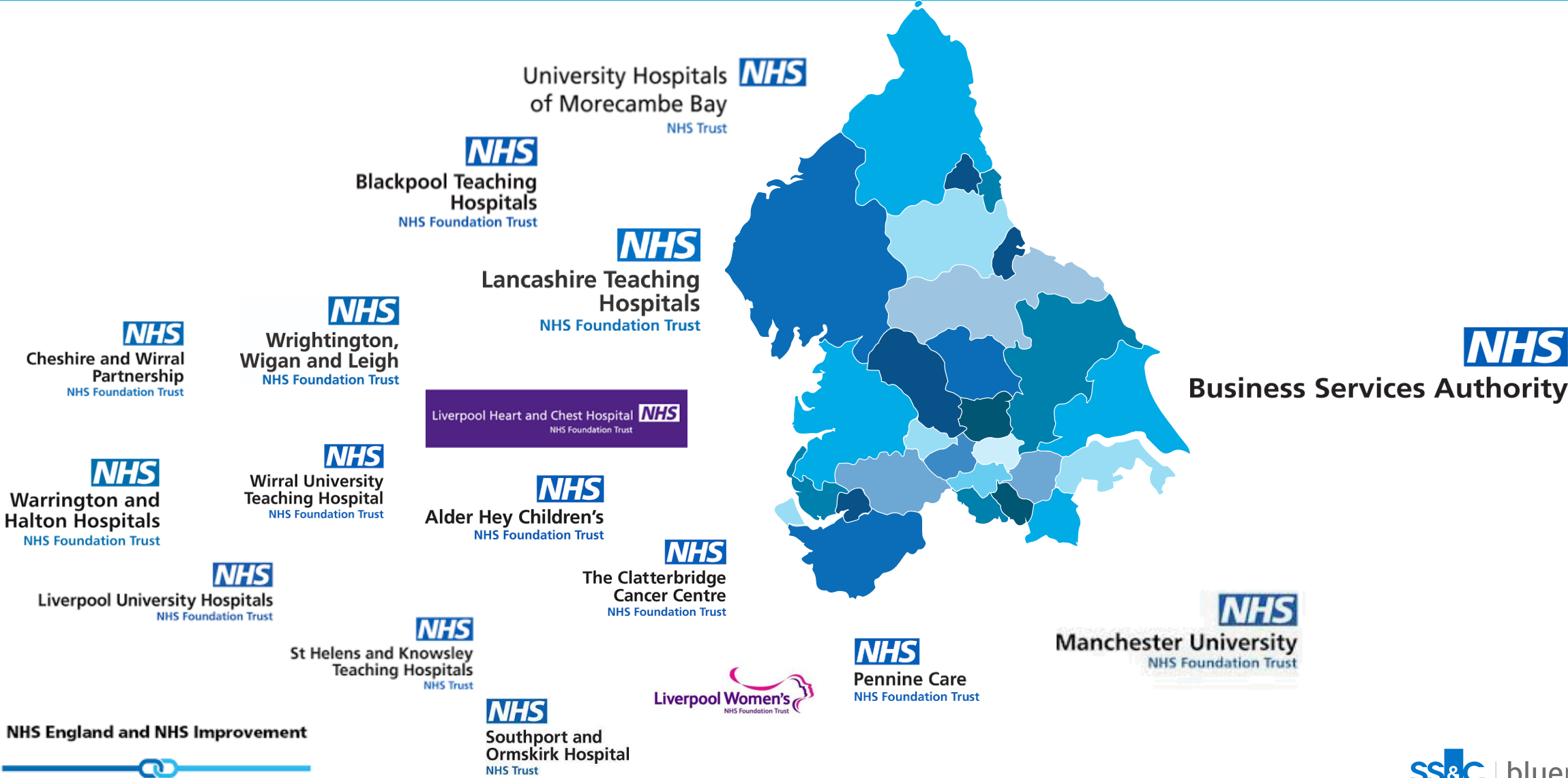
CREATE A SINGLE C.O.E

PROCESS AGGREGATION & MODELLING
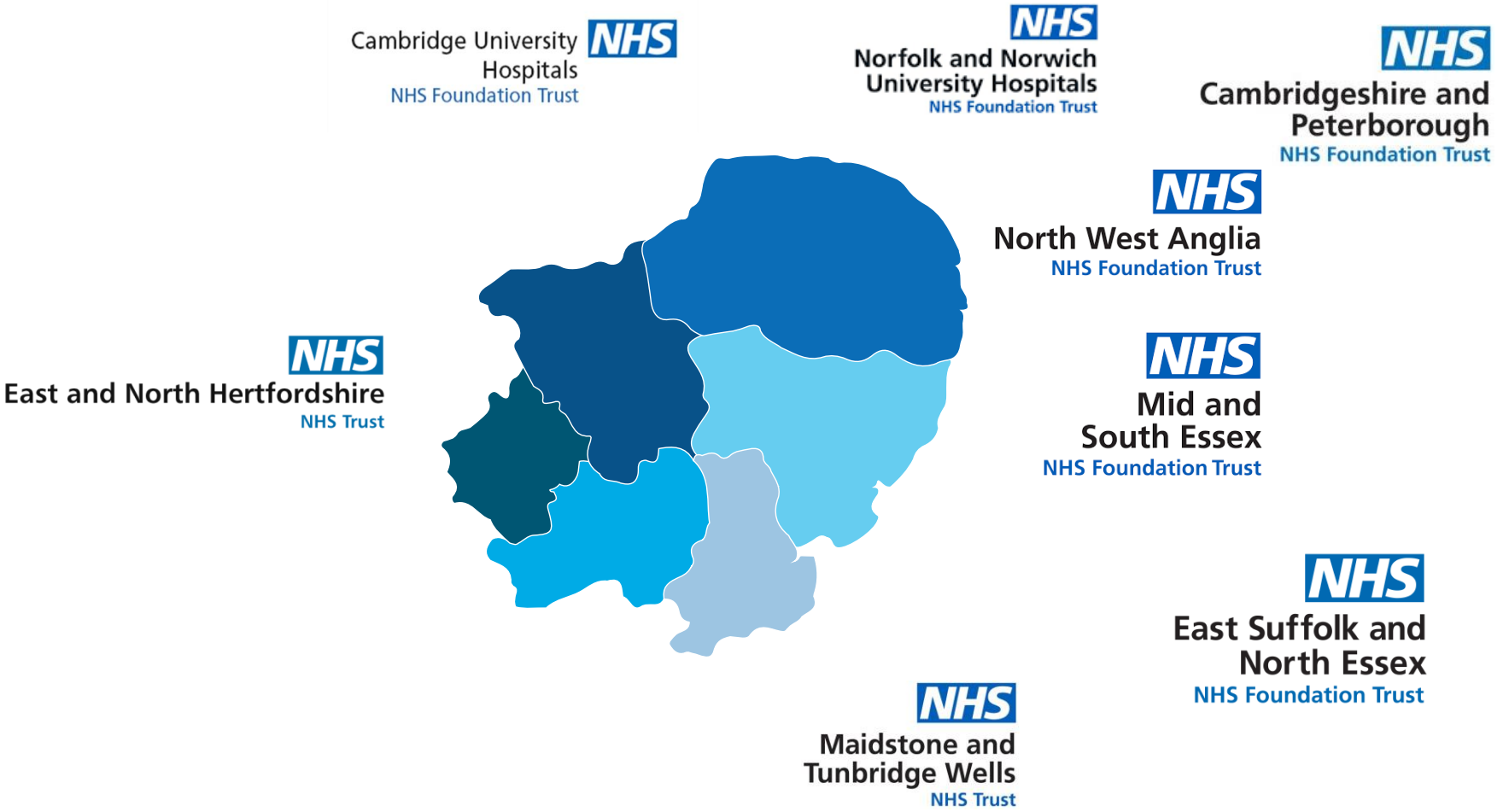
FINANCIAL & OPERATIONAL EFFICIENCY

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Our NHS Customer Base

NHS Salisbury NHS Foundation Trust

NHS North Bristol NHS Trust

NHS North West Anglia NHS Foundation Trust

NHS Rotherham Clinical Commissioning Group

NHS Doncaster Clinical Commissioning Group

NHS Croydon Health Services NHS Trust

St Helens and Knowsley Teaching Hospitals NHS

NHS Bath and North East Somerset, Swindon and Wiltshire Clinical Commissioning Group

NHS Liverpool University Hospitals NHS Foundation Trust

King's College Hospital NHS Foundation Trust

NHS Nottingham University Hospitals NHS Trust

NHS The Leeds Teaching Hospitals NHS Trust

Liverpool Women's NHS Foundation Trust

Liverpool Heart and Chest Hospital NHS NHS Foundation Trust

NHS Business Services Authority

NHS Cambridgeshire and Peterborough NHS Foundation Trust

NHS Cheshire and Wirral Partnership NHS Foundation Trust

Birmingham Community Healthcare NHS Trust

NHS

NHS London North West University Healthcare NHS Trust

United Lincolnshire Hospitals NHS Trust

NHS Chelsea and Westminster Hospital NHS Foundation Trust

NHS Norfolk and Norwich University Hospitals NHS Foundation Trust

NHS County Durham and Darlington NHS Foundation Trust

NHS East Sussex Healthcare NHS Trust

NHS Bristol NHS Trust

NHS Sheffield Teaching Hospitals NHS Foundation Trust

NHS Barts Health NHS Trust

NHS Royal Surrey NHS Foundation Trust

NHS Alder Hey Children's NHS Foundation Trust

NHS Solent NHS Trust

NHS Royal Brompton & Harefield NHS Foundation Trust

University College London Hospitals NHS Foundation Trust

Wirral University Teaching Hospital

Moorfields Eye Hospital NHS NHS Foundation Trust

NHS University Hospitals of Leicester NHS Trust

NHS Guy's and St Thomas' NHS Foundation Trust

Cambridge University Hospitals NHS NHS Foundation Trust

NHS North Middlesex University Hospital NHS Trust

NHS Tees, Esk and Wear Valleys NHS Foundation Trust

Somerset Partnership NHS NHS Foundation Trust

CareQuality Commission

NHS Maidstone and Tunbridge Wells NHS Trust

Great Ormond Street NHS Hospital for Children NHS Foundation Trust

GIG CYMRU NHS WALES Bwrdd Iechyd Prifysgol Cwm Taf Morgannwg University Health Board

The Hillingdon Hospitals NHS Foundation Trust

NHS Guy's and St Thomas' NHS Foundation Trust

Kettering General Hospital NHS Foundation Trust

NHS North Cumbria Integrated Care NHS Foundation Trust

University Hospitals Coventry and Warwickshire NHS Trust

GIG CYMRU NHS WALES Partneriaeth Cydwasanaethau Shared Services Partnership

NHS Royal Free London NHS Foundation Trust

NHS Royal Cornwall Hospitals NHS Trust

NHS University Hospitals Bristol and Weston NHS Foundation Trust

NHS Great Western Hospitals NHS Foundation Trust

Walsall Healthcare NHS NHS Trust

NHS University Hospitals Birmingham NHS Foundation Trust

GIG CYMRU NHS WALES Bwrdd Iechyd Prifysgol Bae Abertawe Swansea Bay University Health Board

The ROYAL MARSDEN NHS Foundation Trust

NHS South London and Maudsley NHS Foundation Trust

NHS County Durham and Darlington NHS Foundation Trust

NHS Wrightington, Wigan and Leigh NHS Foundation Trust

NHS East Suffolk and North Essex NHS Foundation Trust

University Hospitals of Morecambe Bay NHS NHS Trust

NHS Lincolnshire Community Health Services NHS Trust

GIG CYMRU NHS WALES Bwrdd Iechyd Prifysgol Aneurin Bevan University Health Board

Wiltshire HEALTH AND CARE

NHS Hounslow and Richmond Community Healthcare NHS Trust

NHS Imperial College Healthcare NHS Trust

East and North Hertfordshire NHS NHS

Gateshead Health NHS NHS Foundation Trust

NHS Dorset Clinical Commissioning Group

The Clatterbridge Cancer Centre NHS NHS Foundation Trust

NHS University Hospitals of Derby and Burton NHS Foundation Trust

NHS Warrington and Halton Hospitals NHS Foundation Trust

GIG CYMRU NHS WALES Ymddiriedolaeth GIG Gwasanaethau Ambiwlans Cymru Welsh Ambulance Services NHS Trust

NHS Barking, Havering and Redbridge University Hospitals NHS Trust

The Royal Wolverhampton NHS NHS Trust

MHRA

Essex Partnership University NHS NHS Foundation Trust

NHS Manchester University NHS Foundation Trust

University Hospitals of North Midlands NHS NHS Trust

GIG CYMRU NHS WALES Bwrdd Iechyd Prifysgol Betsi Cadwaladr University Health Board

NEL

NHS Pennine Care NHS Foundation Trust

Connect Health

HSC South Eastern Health and Social Care Trust

NHS Lancashire Teaching Hospitals NHS Foundation Trust

NHS Southport and Ormskirk Hospital NHS Trust

NHS Calderdale and Huddersfield NHS Foundation Trust

NHS Blackpool Teaching Hospitals NHS Foundation Trust

NHS Mid and South Essex NHS Foundation Trust

Sirona care & health

NHS Lewisham and Greenwich NHS Trust

NHS Royal United Hospitals Bath NHS Foundation Trust

South Tees Hospitals NHS NHS Foundation Trust

NHS East Midlands Ambulance Service

NHS North East Ambulance Service

NHS North West Ambulance Service

NHS Yorkshire Ambulance Service

modality Partnership

NHS Stafford & Surrounds CCG

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Blue Prism NHS Customers – North West Region

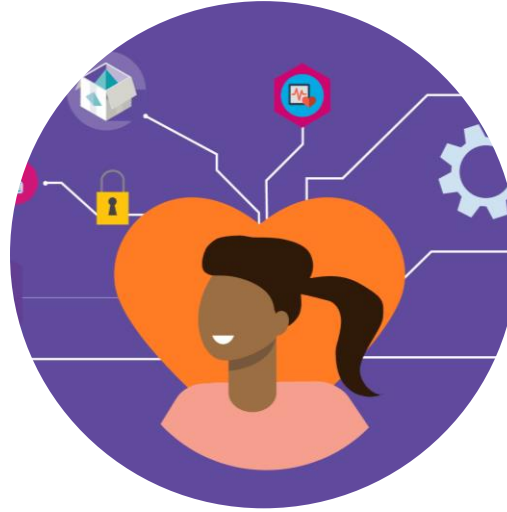# Blue Prism NHS Customers – East of England Region

How Could A Digital Workforce Support you?

Workforce Capacity

- Giving time back to existing workforce
- Providing additional capacity to staffing levels
- Streamlining recruitment and onboarding processes

ICS Consolidation

- Validating and streamlining existing processes
- Centralising and standardising processes to ensure consistency throughout care services

Elective Recovery

- Prioritising waiting lists
- Reducing wait times for appointments and further care
- Streamlining patient communication

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Alder Hey Children's Hospital

The Problem

Alder Hey had 6400 patients with historic open referrals in their Meditech PAS. The team needed to contact each patient to find out whether they were happy to be discharged or still needed to come to the hospital for treatment. They needed the most up to date demographic information so that they can contact them to ask.

The Solution

Alder Hey built an automation so their Digital Workers downloaded and collated the latest demographic and GP information from the Spine and created a report to send to the validation team.

The Benefits

On average a member of the validation team went through 45 patients a day. The digital workers did this in 5 days which saved 143 days of the teams time and improved data quality.

Next steps are to create an automation to record the outcome when they've contacted the patients.

PATHOLOGY
COVID Serology (Antibody) Testing

The Problem

- The UK Government set a directive to all NHS Trusts to conduct staff antibody testing within less than a week, to support a drive for national testing of NHS employees.

The Solution

- The bot received an incoming staff test request, verified incoming data and registered the serology test in Sunquest ICE. On a daily basis the bot would check patient results and send the results to staff.

The Benefits

- More than 20,000 tests were processed taking 23 seconds per test
- Over 2,100 admin hours saved
- Expanded beyond the Acute to include Primary Care, Social Care, Emergency Services and Military personnel
- Solution re-purposed and deployed to Norfolk & Norwich Hospital and University Hospitals Morecambe Bay using the NHS Digital Exchange (DX)

How are digital workers helping get the health service back on track?

1.8m
hours saved
For the NHS in the last year by automating key processes

1million
Vaccine updates
Migrated to the clinical workstation, so nurses and doctors can validate records and manage risk of incoming patients

2 mins
Reduced from 4 days
Reporting test results from secondary to primary care providers, allowing GPs to issue oximetry monitors to high risk patients

£1m
Saved in 18 months
With ROI being achieved within the first 2 months

NHS

GIG CYMRU NHS WALES | Bwrdd Iechyd Addysgu Powys | Powys Teaching Health Board

NHS Dorset
Clinical Commissioning Group

University Hospitals of Morecambe Bay
NHS Foundation Trust

Commercial in Confidence

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ICS collaboration

Ability to scale quicker

Share processes and resources between the ICS

Shared pool of resources

Digital workers moving between ICS to meet demand

Economies of scale

Aggregated cost model reduces cost and increases TCO

Shared resources

Regional center of excellence (CoE) to promote talent regionally

Clinical time and capacity released

THANK YOU!

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