

## Optimising rapid response services at Derbyshire Community Health Services NHS FT

Channel 3 worked with the community nursing team at Derbyshire Community Health Services NHS FT to optimise their existing technology to deliver a new service model providing rapid response and routine care to patients.

Working in a blended team, Channel 3 helped co-design new digitally-enabled processes, and deliver a robust training package to help frontline services deliver faster, more responsive care.

Using our collaborative approach, Channel 3 and trust staff worked together to:

- Design and implement **new clinical processes**.
- **Introduce demand management processes** to support workforce planning, separating proactive clinical work with reactive care requirements.
- **Configure the electronic patient record** to support the new processes.
- Create a **central patient dashboard** that pulls data from eight localities and enables clinicians to assign team tasks based on proximity, speciality and patient need.
- Design and deliver a **comprehensive, sustainable training programme** that helped ensure staff across the organisation knew how to get the most out of using the electronic patient record.



### Our impact

The Rapid Response team now has clear visibility of its workload and patient flow. In 2020, **96% of patients are being seen within 24 hours**, up from 68% in 2018.

Using the improved patient dashboard, **the triage hub has doubled its capacity**, with call handling teams now able to handle 15,000 calls per month, up from 7,500.

**Improved workforce planning:** Team members say their days are now more manageable. They can focus on their day-to-day caseload and properly plan ahead if they need to take on new patients.

“ Channel 3 truly shared our objective and became completely embedded in the team. We immediately recognised the value they added, and I can think of little to nothing that they could have improved in their approach to our optimisation project. ”

**Adam Short,**  
**Operational Development Manager, Derbyshire Community Health Services NHS FT**

Get in touch to discuss how we can support you on your digital transformation journey.



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