

Releasing more time to care with a data spring clean

Channel 3 was engaged by three trusts across North West London ICS. Central and North West London NHS Foundation Trust (CNWL), Hounslow and Richmond Community Healthcare NHS Trust (HRCH) and West London NHS Trust (WL) sought to standardise the way that they captured, stored and analysed their data.



**Central and
North West London**
NHS Foundation Trust



**Hounslow and Richmond
Community Healthcare**
NHS Trust



West London
NHS Trust

12,500
staff employed by
the three trusts

4.3M
people are served
by the trusts



CNWL headquarters

Better lives. Better care. Better digital.

The challenge

The trusts had previously moved to a new electronic patient record (EPR) system, which was a significant project in terms of time and resource. They engaged Channel 3 to discuss, plan and implement developments that would make the most of the data within the new EPR system.

Working with the trusts, we identified the following data-related challenges:

- **Reporting and benchmarking** were difficult for each trust, as there was no single view of data across the ICS. The data also existed in various formats. For example, appointment data for did not attends (DNAs) had different definitions, and therefore could not be accurately reported as there was no single recognised set of DNA reasons to report against.
- **Data collection inconsistencies** meant that obsolete data existed in the system at a large scale. This impacted the performance of the system and impacted the users efficient use of the system.
- The existing **performance and setup** did not enable clinicians to use the system to its full potential. Understandably, their primary focus was on delivering the best possible care, not on the system. This meant that non-standardised practice and workarounds had to be used to get through each shift, which had long-term implications for data quality. This specifically affecting data completeness, conformity, consistency, accuracy and integrity.

While the senior leadership and tech teams understood the benefits of improving data capture processes, it was essential that frontline staff were engaged and brought along on the journey.

In the eyes of frontline staff, they had a job to do, and they welcomed any developments that resolved laborious data processes.

The solution

Working with the trusts, Channel 3 set out to realise the full potential of the EPR system by conducting a full review of the data items within the system. Unused items were removed, duplicate entries were merged and national codes were allocated. The aim was to ensure that the data provided one version of the truth within the EPR.

To ensure that the frontline requirements were best-served by the project, we also consulted with three core services: district nursing, rapid response and specialist nursing.

Our message to these teams was clear – let's work together to free up more of your time to provide care to patients.

The changes have improved the situation and Channel 3 looks forward to joining the trusts on their journey to optimise their EPR in the future.

The results

- A tidy EPR system with improved data accuracy and speed of system use.
- Reduced time spent to input data by clinicians by reducing options in configuration lists, while maintaining high quality data standards and essential insights.
- A tidy backend community services data standard (CSDS), with every item having a unique CSDS code to ensure one true version of events.
- Service improvements, automated processes and streamlined activities for clinicians. All of which reduced administration burden.

“We needed a long-term, comprehensive plan for our approach to data. By avoiding sticky plaster solutions and instead taking baby steps of best practice, we are already seeing the benefits of our data standardisation programme across our trusts and the wider ICS. Channel 3 was instrumental in supporting our aspirations and, crucially, bringing along key stakeholders on the journey.”

Nigel Tazzyman, Director and Deputy Director of ICT



Channel 3 is a diverse group of people that have one thing in common: a passion for using technology to improve people's lives. Health and care is going through a fundamental shift towards using integrated services to deliver the best possible care when people need help. We feel that this shift should be led by insight into the needs of the populations we serve, delivered using the best technology to enable staff to operate at the top of their license and deliver the best experience for the public. Contact us using our [online form](#) or on [LinkedIn](#).