

Case Study: Birmingham and Solihull Mental Health NHS Foundation Trust utilise Docman for its 4,000 employees



Birmingham and Solihull Mental Health NHS Foundation Trust utilises Docman Hub to send letters electronically from 189 community teams to GP practices across Birmingham and Solihull. The Trust now plans to utilise Docman Hub to receive letters electronically from GP practices. These will be received into Docman RMS installed at the Trust where they will be electronically managed and workflowed.

The Trust provides mental health care and substance misuse services to a population of over a million people living in Birmingham and Solihull and has over 4,000 employees. It operates from over 50 sites, from community based mental health teams through to acute wards.

Carl Beet, the Trust's Head of Programme Management, says: "There is a drive for the NHS to become paper-light and this project was key to helping us with this. The main objective of the project was to transfer information to GP Practices in a safe, efficient, secure and timely way."

Gary Turnbull, Programme Manager at the Trust, explains: "Our analysis shows us that letters sent electronically through the Hub are typically received by a practice 18 hours

before the paper process. This means we can deliver information to GPs quicker, which is a real positive. As well as this we estimate that a practice receiving a letter electronically with the attached meta-data can save up to two minutes per letter when using Docman. Simply by removing the need to open post, scan and date stamp a letter the time savings can really add up."

"The Trust is currently sending over 3,000 electronic documents per month to surrounding GP practices. The administration burden of managing paper is huge, so anything that can save us time is a real bonus."

"Key to the success of the project was for us to have clinical backing and GP engagement. It was important to communicate to all stakeholders how and why we were going paperless. There are six Trusts in Birmingham and Solihull using the Docman Hub to transfer letters electronically so we have arranged regular user groups to support and share information."

"Previously letters were moved to a central point before they were then sent out to practices through the post, which cost around 45p per letter. With the paper process it could be half a day or so before letters were posted, effectively putting patient care on hold."

Two-way document transfer

Docman Hub is a multi-directional document transfer platform that provides a secure, reliable and flexible solution for the electronic communication of documentation from a provider organisation to GP practices and from GP practices to providers.

Gary summarises: "The Trust is now progressing with two-way document transfer, where practices can utilise Docman Hub to send referrals to the Trust. This is important not only because we experience the benefits of securely receiving clinical correspondence electronically, but also for the practices as it removes the cost and delay of sending letters. This means that we receive referral letters in a consistent and timely way."

Managing incoming referrals

Gary continues: "To further support the end-to-end document journey the Trust is moving forward with a pilot of Docman RMS to act as a central point for managing all referrals electronically. The system will enable us to quickly capture the letter and workflow it efficiently to the relevant department to review, comment and action."

Summary

"Fast and effective communication with GPs is vital to the work of our services. Everyone benefits from the use of this system – not only does it save time and money, but it also delivers direct clinical benefits. It is a significant step towards the ultimate aim of having a completely paperless system which will be of benefit throughout the health economy." Dr J D Reed, Consultant Forensic Psychiatrist and Chief Clinical Information Officer at the Trust.

Tim Robinson, Product and Marketing Director, Docman: "It is great to see our solutions supporting a full circle of care from when a referral is made, to being processed internally within the receiving organisation to when information is transferred back to the GP. The resulting benefits to patients and healthcare professionals of electronic clinical correspondence are substantial, with the additional cost savings really underpinning the impact the solutions make."