

Case Study: Camden & Islington NHS Foundation Trust implement Docman Hub



The project is currently sending many types of documents to GP's including discharge summaries, admission summaries, leaving plans, CPA reviews and clinic letters.

Saving £1.20 per letter

Docman provided:

- Ability to send patient letters electronically direct to GPs
- Facility to improve communications with GPs
- Reduced paper communication and associated costs
- Safer transfer of patient information
- Reduced reliance on fax machines to communicate information

Ali Perry, Business Transformation and Project Manager "We aimed to streamline the process for how we communicate with GPs. There was no formal method across our organisation for sending information to GPs so one solution to transfer everything was ideal."

"Before using the Hub our organisation would send information by email, fax and through the post to practices which we estimated to cost £1.20 per letter. By transferring letters electronically the postal, stationary, ink, printing and some admin costs can be removed."

"Although the level of integration with RiO (Core EPR) is confined by the national programme the Trust have worked closely with PCTI to ensure the process of producing and sending documents is as lean as possible for the user. The streamlined process is reflected in the high number of documents sent via Docman and overall good compliance in teams."

Camden and Islington NHS Foundation Trust implemented Docman Hub to transfer patient letters electronically to GP practices.

As part of the project we standardised and improved the quality of the letter templates on RiO to contain the information stakeholders wanted. The use of these templates has risen dramatically since the project went live. Staff have fed back that these templates reduce typing and save time. This combined with improved standardisation have been the indirect benefits of Docman.”

“GP feedback has been positive as the data they receive is more manageable to integrate with their existing system. Documents are delivered directly into Docman and are processed in the usual workflow process. We now aim to connect a further 9 neighbouring practices to the Hub and to deploy to Islington GPs.”

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Benefits

“By sending documents electronically we have improved data quality, saved time and ensured a structured process for sending documents to GP practices. We have improved communication with GPs and now have proof of sending documents to GPs. The transfer of the information over the secure N3 network has ensured patient safety and provides us with the knowledge that nothing will get lost. Information sent electronically is easier to read, sent in desired timescales and streamline many processes in our organisations and the practices.”

The trust has seen benefits:

- Time in hours from discharge to sending the document
- Improvements in GP and end user experience from the positive views of the new process
- Reduction in costs of removing the sending of a physical letter
- Safer transfer of patient information
- Standardised document templates and communications

