



Key stakeholder briefing:
**Our Electronic Patient Record (EPR)
business case**

v1.1

November 2021





Our opportunity



Why we need an electronic patient record



Our case for change



Feedback from our people



Key benefits an electronic patient record would bring



Our next steps

We have a once in a lifetime opportunity to make a real difference in how we deliver our services, and we need your support

 We have been allocated £3.7 billion government funding as part of the Government's New Hospital Programme.

 Our programme aims to take advantage of new technologies and the latest improvements in health and social care, planning not only for the needs of our people today but also for the future. This is why we are calling our programme *Building a Brighter Future*.

 We are *Building our Brighter Future* on three elements, investing in: our estate, our digital infrastructure and our people.

A vital part of our investment is a single integrated electronic patient record, or EPR

-  This will become the foundation of all our digital solutions across all our services (adult social care, community services and hospital services).
-  It will replace more than 20 core systems, which currently do not talk to or with one another.
-  Implementing an EPR is a major undertaking but it is critical to enable us to deliver fully integrated care across all services and will benefit patients and staff.

-  More people need our services, waits for treatment are increasing and the pressure on our dedicated staff is also growing.
-  Our current digital solutions cannot meet current demand, are at the end of their lives and are inadequate for the 21st century – we have over 100 systems that predominantly do not talk to or with one another.
-  An integrated digital solution is absolutely vital to transform our ability to deliver better services and support the ambition of the Devon Long Term Plan.

 The benefits of an integrated EPR are significant for our staff and patients

“Repeating **your story over and over again** is draining, frustrating, exhausting” *Carer*

 The digital benefits identified in our business case have been informed by other EPR implementations and agreed by our people and key stakeholders.

 Our business case is predicated on value for money with every £1 spent there will be a £4 return (a 4:1 cost/benefit ratio) over a 15 year period.

 Our plans have a regional outlook recognising the wide range of partner organisations across Devon that could benefit from a connected health and care solution.

Our current digital solutions are completely inadequate to realise our health and care strategy

We have no integrated EPR

Instead, we have multiple systems that largely do not talk to or with one another. An integrated EPR is essential for better patient care and better staff experience as well as the operational efficiencies, standardisation and transformation we want to achieve.

“This is a **patient safety issue**. We have had numerous near misses when INR results have not been handed over to us at discharge.” *GP practice nurse*

We have no integrated community and social care solution

We are running multiple systems for community and social care services. They are mostly stand-alone solutions and, as such, stop us from being able to have seamless pathways for patients. It also stops us from being able to quantify the volume and value of our clinical work outside inpatient settings.

We have no digital platform to transform our services

Transforming care pathways is the key to delivering our ambitions and ensuring value for money. However, seamless pathways cannot be achieved alongside poor interoperability across multiple systems. We need one single integrated EPR.

Critical legacy systems are at end of life

Our Patient Administration System (PAS) is essentially obsolete – it is kept alive as from a maintenance perspective only. We are only one of two customers and are soon to be the only one. Its replacement is critical.

Our dedicated staff are overwhelming supportive

500

in-depth conversations with our people across all clinical and non-clinical services and professions and feedback from an all staff survey

“The disparate clinical systems, and manually joining the information, stops us doing the job the way we want to. **So many mistakes can be made** when using staff to manually connect the separate systems - the person that is suffering is the patient - reducing this is what matters most.” *Outpatients Team*

400

members of our Foundation Trust have provided feedback – our members live in the Torbay and South Devon area and many are patients or carers of people who use our services

100+

external partners and stakeholders engaged in conversations

What matters to you?

-  Our patients and carers told us they want to get the care they need, when they need it, from the right health and care professional
-  Our staff told us they are passionate about providing safe, high quality care and that doing the best for patients is really important to them
-  We asked our staff what gets in the way of giving the best care possible and they said:
 -  lack of access to relevant patient information
 -  too much duplication of information
 -  a lack of automation to help manage capacity and demand
 -  poor remote system access to support work in the community.

This is not just about digitizing what is already there – it's about making things better in terms of patient care, sustainability and value for money

A integrated EPR will allow us to

-  provide safer, more high-quality patient care wherever people are seen by our staff or our services whether that is at home, in online or virtual appointments, at hospital, in a community hub or a health and wellbeing centre
-  transform our clinical pathways, so that we can provide care as close to home as possible, supporting people to live well in their communities as outlined in our health and care strategy
-  be more joined up across the Devon Integrated Care System, providing more seamless care
-  improve the sustainability of our services and our financial position.

The benefits case highlights how we will transform our services- not just digitizing what we have already

An integrated EPR will enable our patients to

-  have easy access to their own electronic patient record, including medical notes, blood results, prescriptions and appointments
-  only have to tell their story once
-  receive more care closer to home.

“Poor digital interfaces between acute, community and social care teams is a major barrier in setting up a community geriatrics service. It stops us from fulfilling our ambition of “right care, right place” as an integrated care organisation. It also significantly **impedes the ability to deliver** the required services under the NHS Long Term Plan.” *Consultant Physician*

We need the support of key stakeholders like yourselves to make the case for investment

 As part of the process to secure Government funding for an EPR, we will be submitting our outline business case in January 2022.

 Our business case will be fully supported by the Devon Integrated Care System and our Board of Directors.

 And we hope you will give it your support too!

 As one of our key stakeholders, your support and feedback will enable us to strengthen our business case and help us show the real benefits for the people who use our services, our dedicated staff and our partner organisations.

We would like your support!

If you are supportive of our case, we are asking you to kindly provide us with a short statement of support via email to tsdft.nhp@nhs.net by 3 December 2021.

“We are required to make superfast decisions, in high pressure situations so that our patients are able to leave hospital in a timely way and keep the flow of patients moving. However we start on the back foot....

Each visit to hospital repeats the one before – time spent gathering information! Information that exists but is not readily available. We need to be able to see that information easily to **reduce unnecessary admissions, make better decisions and keep our patients safe.** Not spending valuable clinician time searching for the needle in the haystack. Time that should be better spent delivering safe and effective care.”

Joint Emergency Team leader



Torbay and South Devon
NHS Foundation Trust

BUILDING A
**Brighter
Future**



Thank you

