



COMMUNITY AWARDS PROJECT SHOWCASE



EXEMPLARY DIGITAL TRANSFORMATION
FROM THE UK PUBLIC SECTOR





RECOGNISING EXEMPLARY PROJECTS


The NDL Community includes almost 80 NHS, local government, housing, education and policing organisations from across the UK. They consistently harnesses the capabilities of the Evolve Digital Transformation Platform to leverage a diverse set of technologies for the public good. Through the strategic implementation of eForms, mobile apps, RPA, APIs and workflow, our community members have successfully elevated the effectiveness and efficiency of public services for UK patients and citizens - all while empowering public sector professionals, affording them more time to spend on the people-centric work that really matters. We recognise these outstanding achievements with our annual NDL Community Awards.

This showcase not only celebrates the achievements of the NDL Community but also serves as a testament to the potential for innovation within the UK public sector. We aim to motivate other organisations and community members to embark on their own transformation journeys and leverage the community's collaborative culture to propel the continuous improvement of public services.

The following projects have been deemed exemplary against the criterion of six core categories - End-to-End Project of the Year, RPA Project of the Year, Digital Project of the Year, Changing Lives Award, Driving Value Award and Community Collaboration Award. This year's projects have all delivered great impacts in both the lives of citizens and those who work hard to serve them - be that in the streamlining of monotonous or time-consuming processes, or improvements in service delivery, availability or accessibility. For more information about any of our award-winning projects, to learn more about collaboration opportunities, or simply to discover the possibilities of Evolve in your organisation - don't hesitate to reach out to the team at info@ndl.co.uk.



CONTENTS



01.

End-to-end project of the year

02.

RPA project of the year

03.

Digital project of the year

04.

Changing lives award

05.

Driving value award

06.

Community collaboration award



END TO END PROJECT OF THE YEAR

Our newest award, End-to-End Project of the Year was introduced in 2023 to recognise a new wave of digital transformation initiatives. These projects combine multiple technologies from the NDL Evolve Digital Transformation Platform is to maximise capabilities, value and outcomes. This award recognises projects that transform processes from start to finish with several technologies working in tandem.

DIGITAL OUTPATIENTS

END-TO-END PROJECT OF THE YEAR

Gold winner



University Hospitals of
Morecambe Bay
NHS Foundation Trust

The Trust's Digital Outpatients initiative aims to improve patient journeys, from the point of GP referral through to the acute hospital care setting, with the use of Digitise and Flow. This is an ongoing scheme of work with multiple digital projects, but at its heart is a Patient Portal that allows patients to book and manage appointments, check in at clinics, view letters, access clinical forms and update their details and preferences. Accessible and easy to use on any device, the Patient Portal puts patients in control of their own care.

The portal is bolstered by the Trust's Digital Display boards, used in clinic areas to display waiting times and waiting areas to patients - as well as a self-check-in kiosk app, that records arrivals in the Trust's EPR (Electronic Patient Record). Digital Outpatients is already speeding up the booking process and reducing enquiries at reception, especially during busy clinics when staff are dealing with multiple requests. Clinic attendance DNA (Did Not Attend) rates have also dropped by upwards of 50% in some areas. eLetters have resulted in massive time savings in administrative teams, and the Patient Portal has been adopted by the Trust's ICB as their preferred Patient Engagement Portal (PEP+).

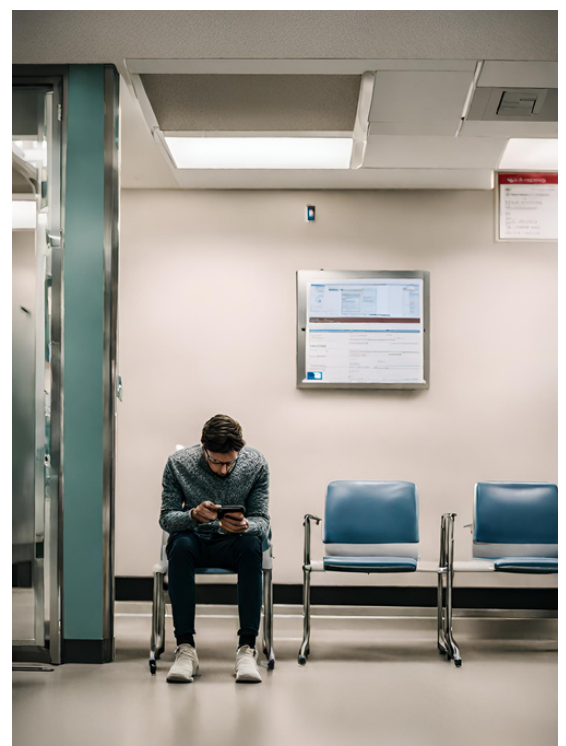
KEY BENEFITS

Improved patient
autonomy

Increased appointment
attendance rates

Faster check-in process
and clinic navigation

Significant administrative
time savings



HOUSING REPAIRS

END-TO-END PROJECT OF THE YEAR

Silver winner

MORAY
council

Within its social housing service, the council's housing repairs process was originally paper-based, leading to several inefficiencies. The council decided to revolutionise this process with end-to-end digital transformation – combining front-end technologies with RPA to streamline every step of housing repairs. The council empowered its field workers with a purpose-built Digitise app - allowing them to view job details, update job status & SOR codes, record materials used, request additional labour and more. Automate was utilised to synchronise this information with back office systems, ensuring access to accurate information at all times.

The project improved resident experience with improvements in accuracy, efficiency and intelligence. Residents can now raise requests, choose convenient timeslots, and access repairs quicker than ever before. The council's improved stock insights are saving significant resources, tradespeople are working more effectively, and repair response times have been brought below the national average.

KEY BENEFITS

Response times below national average

Improved efficiency

Greater intelligence

Financial and resource savings

Environmental benefits





RPA PROJECT OF THE YEAR



This award recognises the best use of robotic process automation (RPA) each year. Standing as a core technology in the public sector digital transformation landscape, these exemplar initiatives are best in class.

CYPT REFERRALS

RPA PROJECT OF THE YEAR

Gold winner

Hertfordshire Community NHS Trust (HCT) faced a significant challenge in its Children and Young People Therapies Services (CYPT). It receives over 11,500 referrals annually, mostly through email via Word document attachments. This manual and time-consuming process required administrative teams to rekey data into HCT's clinical system, SystmOne. The process was error-prone and mandatory information was often missing or incorrect. Referrals received outside of office hours were delayed until the next working day, impacting patient access to essential services.

The Trust used Digitise to create a user-friendly eForm for online referrals, featuring mandatory fields and validation checks to enhance data accuracy, inputting data into SystmOne with Automate. As a result, referrals became almost instantaneous, eliminating delays in patient care. These significant time savings allow administrative teams to allocate more resources to patient-centric tasks. The project also led to enhanced data accuracy, reducing errors and missing information in referrals, while the accessible eForm promoted seamless collaboration among public sector organisations. Overall, this digital transformation marked a substantial step forward in delivering more efficient and accessible healthcare services for children and young people in Hertfordshire.

NHS

**Hertfordshire Community
NHS Trust**

KEY BENEFITS

Faster access to care for patients

Significant time savings

Improved data quality and accuracy

Streamlined collaboration



[Watch the video >](#)

CARENOTES RECOVERY

RPA PROJECT OF THE YEAR

Silver winner



In response to the nationwide system outage affecting all its teams, South London and Maudsley NHS Foundation Trust (SLAM) was able to maintain excellent patient services without disruption. While Carenotes was temporarily inaccessible due to a cyberattack, SLAM's clinicians were unable to access patient records or interfaces that relied on the system. A total of 51 wards, 400 community teams and over 8,000 clinical users were affected, meaning a timely response was imperative.

The Trust rapidly created an ePHR app, allowing clinicians to access patient records shipped from the supplier during the outage. Within six weeks, Carenotes was restored, but the Trust's ePHR app had already recorded over 168,000 clinical notes – all of which needed inputting back into the system. Migrating this information manually would likely take several years, carrying risks such as data loss and inputting errors.

As the Trust had already collected information in a structured manner, 25 Automate Bots were able to move records from the Trust's ePHR app back into Carenotes. This method has provided the Trust with a number of benefits; the most important being the delivery of uninterrupted patient care. Despite the disruption caused to clinicians throughout the outage, they were able to continue care with data remaining secure and accessible. Without such a quick response, the Trust would have been susceptible to clinical risks and difficulties in reporting key information to local commissioners.

KEY BENEFITS

Uninterrupted patient care

Fast data recovery and restoration

Accurate and autonomous data entry

Years of manual rekeying saved



[Read the case study >](#)



DIGITAL PROJECT OF THE YEAR

This award recognises the best instances of digitisation each year, celebrating the use of mobile applications or eForms as a means to transform service delivery across the public sector.

DIALOG+

DIGITAL PROJECT OF THE YEAR

Gold winner

Replacing a previously paper-based mental health visit process, LSCFT implemented DIALOG+ with the use of NDL Digitise. A clinical model used to measure the efficacy of mental health treatment, DIALOG is a scale comprised of 11 core questions relating to quality of life and treatment satisfaction. DIALOG+ builds on this model but focuses more on the areas each patient considers most important. This data is then used to plan personalised recovery goals and interventions.

The team created an app that is used by both patients and clinicians on mobile devices during mental health visits. The app features a wide range of functionality, including the new 'My Care Plan' and 'My Safety Plan'. It also includes the DIALOG+ scales and assessment questions, which patients complete themselves on mobile devices with the help of clinicians. Results are saved and can be compared with previous measures.

The app is integrated directly with RiO, though clinicians control which data and functionality is available for patients to view. Progress notes, outcomes and forms - such as the Mental Health Urgent and Useful Contacts (MHUUC) form - are recorded directly in the app and synchronised in RiO without the need to return to base and rekey. Clinicians report the app has made their time with patients more therapeutic and effective. As patients fill in the forms themselves, they're more confident and honest in their answers, providing a more accurate assessment of treatment requirements.



Lancashire &
South Cumbria
NHS Foundation Trust

KEY BENEFITS

Improved care satisfaction

Patient-centric care and patient autonomy

Improved data capture and enhanced capabilities

Eliminated rekeying and reduced travel



[Read the case study >](#)

ESSENTIAL CARE FRAMEWORK

DIGITAL PROJECT OF THE YEAR

Silver winner



**Birmingham Community
Healthcare**
NHS Foundation Trust

The Trust monitors its performance in line with its Essential Care Framework. The Framework measures care quality through Essential Care Indicators (ECIs), which allows clinicians to reflect and improve patient experience. Historically, ECIs were only collected by a small number of services, but BCHC announced plans to embed the framework across the breadth of the Trust.

Collecting ECI data was a paper-based process, requiring clinicians to record information by hand and pass it to an administrative team member, who would then rekey it into a spreadsheet. The spreadsheet would then be emailed to the Clinical Safety Team, who would manually extract the data and populate it in various reports. With its aspirations to apply the framework across a larger number of services, the Trust used Digitise to create ECI eForms. Allowing clinicians to record ECI data through browser-based forms, and providing them with ability to edit and delete entries after submission, the digital transformation has greatly increased BCHC's capacity for ECI data collection.

Recorded ECI data is now easily auditable, with information populating instantly in the Trust's Data Dashboard, used by the Trust's Service and Divisional Managers, Clinical Safety Team, Trust Performance Team and Service Team Leads to assess and improve care while evidencing good practice to CQC inspectors.

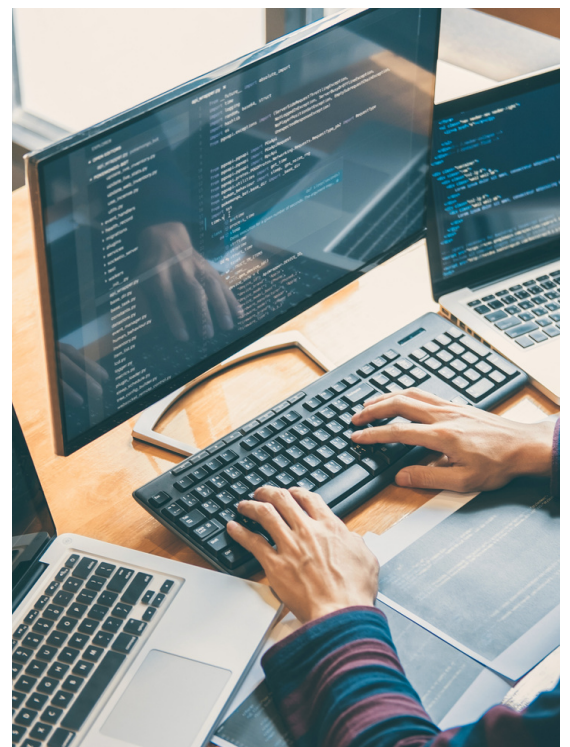
KEY BENEFITS

Better ECI monitoring to ensure patient experience

Clinical time saved for patient-centric care

Eliminated rekeying

Streamlined reporting to CQC





CHANGING LIVES AWARD

This award recognises the use of NDL technologies to make a genuine difference in the lives of people, whether that be in the lives of those delivering or those benefiting from public services.

CARE & SUPPORT APP

CHANGING LIVES AWARD

Gold winner

The Home Group logo is displayed in a white box with a gold ribbon effect at the top right corner. The logo consists of the words "home" and "group" stacked vertically in a lowercase, teal-colored, sans-serif font.

Home Group transformed its care services with its Support and Care mobile app. The app empowers Care and Support staff to digitally capture and securely store information about vulnerable tenants, eliminating challenges associated with a manual, paper-based process.

The user-friendly mobile application allows electronic note-taking, including electronic signatures, on touch tablets. Data is efficiently uploaded and stored centrally in the Support Plan Technology System, ensuring accessibility for wider teams and on-call support colleagues. The app's intuitive design received positive feedback from Home Group's diverse workforce.

The app has significantly enhanced support services. Allowing for the completion of assessments, recording care needs, customer status, individual goals, and progress tracking on the go, the system generates comprehensive care plans covering various support services - from financial management to literacy support and substance abuse assistance. Positive reception from support colleagues highlights the app's efficiency, ease of use, and its impact on delivering better, more personalised care. Ongoing updates and additional functionalities planned for 2023 demonstrate Home Group's commitment to changing the lives of its tenants.

KEY BENEFITS

Improved tenant experience

Improved data accuracy and accessibility

Secure data capture with reduced data loss risk

Offline working



[Read the case study >](#)

REABLEMENT APP

CHANGING LIVES AWARD

Silver winner



Warwickshire County Council aimed to improve reablement home visits for residents seeking independence - a previously paper-based process prone to data loss and inaccuracies. The council utilised Digitise to develop a tailored mobile app for Occupational Therapists to overcome challenges associated with manual assessments. Operating offline, the app facilitates efficient data capture, image capture and annotation, and the ability to order a selection of accessibility fittings. Once connected to a network, the app synchronises with a database, before populating in relevant back-office systems with RPA, eliminating the need to rekey.

Since the launch of the app, Occupational Therapists can now swiftly generate detailed documents with supporting images, providing a better assessment of residents' needs while significantly reducing visit times. Previously, visits would take approximately 45-60 minutes, and visits now take roughly half of the time - reducing time demands on residents and increasing capacity for further visits. Occupational Therapists are able to capture more accurate data through the use of annotated diagrams and photos - which can then be reviewed with residents to confirm their satisfaction with the placements. Since its launch, the Fittings App has already recorded 74 home visits, resulting in approximately 130 completed Fittings Documents.

KEY BENEFITS

Faster accessibility fittings for residents

Time savings for both OTs and residents of up to 50%

Eradicated rekeying

Improved accuracy and data quality



[Read the case study >](#)



DRIVING VALUE AWARD

NDL technology is licensed on a corporate basis - meaning it can be applied time and time again. This award recognises organisations that have embraced this philosophy, maximising ROI with a widespread transformation approach.

DIARY CASELOAD AUTOMATION

DRIVING VALUE AWARD

Gold winner



Nottinghamshire Healthcare NHS Foundation Trust faced challenges in efficiently managing patient care notes and verifying NHS numbers in its EPR, RiO. Leveraging Automate, the Trust successfully automated a number of key processes, enhancing system capabilities without disruption. One significant improvement focused on verifying NHS numbers, streamlining the manual process of weekly registration reports. An RPA bot now retrieves and verifies the reports, importing the confirmed matches back into RiO. This project not only accelerates data access for internal and third-party community care providers but also aligns with NHS Digital's National Record Locator.

Another crucial aspect addressed was the automation of permissions for RiO's diary and caseload functions. Manually amending permissions, especially during junior doctor rotations, was time-consuming. The Trust automated the monitoring and updating process, resulting in 3045 caseload updates and 84,615 individual changes, which would have taken around 58 working days to process manually. The automation projects improved data security, and increased patient data accuracy - allowing clinicians to use digital tools more effectively and reduce valuable time spent on admin. Nottinghamshire Healthcare plans to expand its RPA capabilities, aiming to increase NHS verification automation and automate RiO account creation for clinical staff.

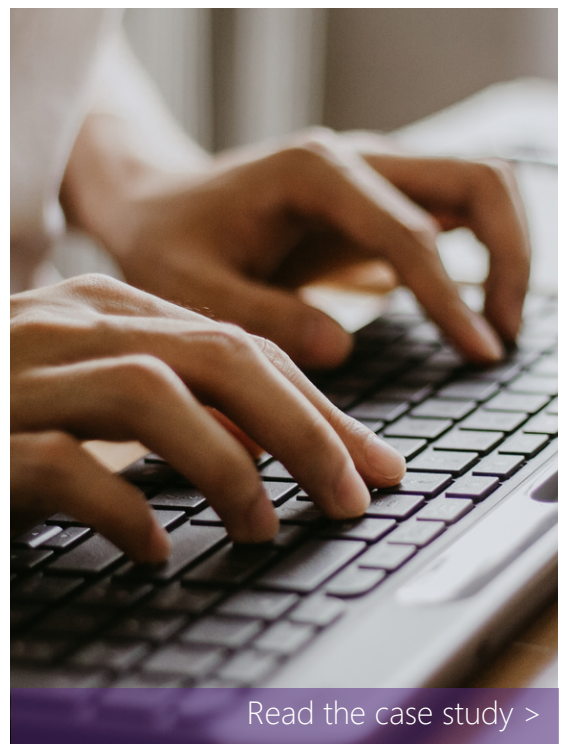
KEY BENEFITS

Efficient services for patients and staff

Improved data security and sharing

Uplifted existing processes without service impact

Increased data accuracy



[Read the case study >](#)

PATIENT REFERRALS

DRIVING VALUE

AWARD

Silver winner



The Princess Alexandra
Hospital
NHS Trust

The Princess Alexandra Hospital NHS Trust (PAH) eliminated rekeying and streamlined patient referrals with a combination of RPA and eForms. The project not only delivered substantial time and resource savings but also pioneered a sustainable governance framework. Originally, the Trust manually rekeyed referrals into its health record system, Cosmic. It was a time-consuming process, with the team rekeying around 2,323 documents monthly.

The team developed several referral automations, with bots independently rekeying incoming referrals in Cosmic, alongside an eForm dashboard to manage them. As the automations began to save resources, they were reinvested in other RPA processes across the Trust. This prompted the establishment of the NHS's first sustainable digital transformation governance framework. The framework evaluates potential projects based on a minimum return on investment (ROI) hurdle rate, with savings reinvested in the RPA initiative.

The Trust is exploring numerous projects within departments such as radiology, HR, cancer support services, and maternity. To accelerate transformation further, PAH plans to integrate APIs with Connect and streamline workflows with Flow in future projects.

KEY BENEFITS

Improved patient care and experience

Maximised ROI with a Trust-wide approach

Time released back to clinicians

Improved data quality and security



[Read the case study >](#)



COMMUNITY COLLABORATION AWARD



Collaboration is key in the public sector, sharing knowledge and success to benefit service users across the country. This award recognises organisations that work with others to achieve digital transformation.



Mid Yorkshire Teaching
NHS Trust

COMMUNITY COLLABORATION AWARD

Gold winner

Since beginning its automation journey only a couple of years ago, the Trust has become a leading pioneer in the NDL Community, continually leading public sector events to share the power of digital transformation within the NHS. Not only has the Trust shared its secrets to success as key industry speakers, but it has worked tirelessly to improve in-house skills through an NDL mentorship, before showcasing its achievements with a video case study. The Trust has demonstrated its willingness to share and collaborate with the NDL team and the wider public sector time and time again.

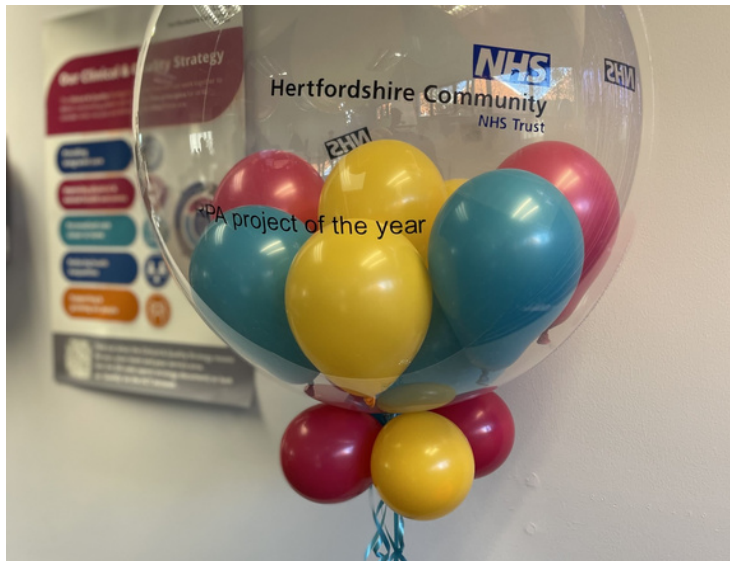
Following seven years of collaboration with NDL, the Trust has become a standout leader in the NDL Community. Actively participating in numerous events and case studies, the Trust shares its extensive knowledge of digital transformation within the NHS as leading innovators in the space. Not only has the Trust showcased its secrets to success, but it has actively engaged with other NDL Community members, offering replicable projects and valuable advice to contribute to the wider public sector's growth. The Trust continues to demonstrate its commitment to bolstering others.



**University Hospitals of
Morecambe Bay**
NHS Foundation Trust

COMMUNITY COLLABORATION AWARD

Silver winner



YOUR TIME TO SHINE

Feeling inspired? The Evolve Platform is licenced corporate-wide, meaning you can create eForms, apps, automations, API connections and workflows again and again. We're here to ensure you get the very most from your NDL software - so if you have some budding ideas for new projects, don't hesitate to reach out for support. Need a hand embedding transformation across new departments, or scoping a new project already in the pipeline? Don't hesitate to get in touch. Not yet a member of the NDL Community? Reach out today - our experts are always on-hand to provide tailored demos and help you identify impactful transformation opportunities with guaranteed ROI.

YOUR CHANCE TO TELL YOUR STORY

Your team deserves recognition - join us at the NDL Community Awards 2024. Nominations open in Spring, so don't miss your chance to share your successes with the community, your organisation and beyond. Our in-person awards ceremony is free to attend and an excellent opportunity to celebrate the outstanding work of your own team, discover the latest innovations from the wider NDL Community and make new connections to collaborate with in future. To book your tickets or get help with your application, don't hesitate to [speak to the team](#).





ndl.co.uk



info@ndl.co.uk



01937 543500