

LONDON NORTH WEST UNIVERSITY HEALTHCARE NHS TRUST

Delivering data visibility and management through automation and custom developed apps

CASE STUDY



Overview

The COVID-19 pandemic was a challenging period for the NHS as it brought about unprecedented demand for healthcare services. With a surge in patient activity, London North West University Healthcare (LNWH) NHS Trust realised it needed to build a robust data capture and reporting capability to handle the increased patient data whilst simultaneously optimising their operations and resources.

They needed a partner that was well-versed in delivering multiple projects, one that could build easy to navigate systems using state of the art technology.

Challenges

The teams at LNWH were struggling to maintain accuracy, security and identify priorities under these unprecedented times. Our team had to quickly adapt and map out all the different data sources generating a variety of different but equally important information. LNWH was under pressure and we had to build systems to provide

Visibility and Management of:

- **Mortuary Capacity**
- **Staff Sickness**
- **COVID-19 Patient Flow**

Keystream also had to create systems that would enable registration, booking and management of:

- **COVID-19 Vaccinations**
- **Workforce Mask Fitting Tests**
- **Staff & Household COVID-19 Tests**

Solution

The unique environment surrounding this project required urgency and efficiency. Our team was able to truly collaborate with the teams at LNHW, developing low-code, easy to manage systems that delivered:

Covid-19 Vaccination Registration, Screening & Booking

We designed and developed two forms which enabled staff to perform self-test health checks, register, and schedule vaccine appointments.

Mortuary Capacity System & Reporting

We developed an easy to use app for smart devices with real-time reporting capabilities. This successfully addressed the shortage of staff and provided accurate and consistent mortuary capacity reporting.

Staff Sickness Reporting

Using MS Forms, our designed a form and process that automated and streamlined the reporting of sickness figures. This provided real-time data and generating an accurate tally of staff able to return to work

Mask Fitting Appointments

Implemented an online booking system that allowed the workforce to securely book tests across the Trust's hospital sites, ensuring compliance with government guidelines.

Covid-19 Patient Flow Reporting

Developed and implemented a PowerApps-based app that used logic to determine the Covid-19 status of patients entering the Emergency Department.

Outcome

- Streamlined data capture, which reduced the time to process patient data.
- Improved data accuracy, and informed decision-making in resource allocation.
- Enhanced operational efficiency, allowing the Trust to manage the increased demand for healthcare services more effectively

CONTACT US

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We were very impressed with the attention to detail and rapid turnaround of a viable solution by the digital team.

DR SHRITI PATTANI

CONSULTANT OCCUPATIONAL HEALTH PHYSICIAN

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Thank you for your work on this. The form looks great.

PHIL SPIVEY

DEPUTY DIRECTOR OF HR