

“Stoke Walk in Centre is extending clinical decision support to new patient pathways with IntefleCS Treatment Centre”

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As with all public sector organisations, Stoke Walk in Centre submits usage information to the Strategic Health Authority. From April 2011, there will be a requirement to submit information about time to triage, time from triage to commencement of treatment, and re-attendance of patients within seven days and the reasons why.

Stoke has used Clinical Solutions since 2001. The robust patient management solution helps drive complete patient satisfaction and evidence-based clinical content for the healthcare professionals in the Centre. The technology requires staff at the Walk in Centre to record key data throughout the patient pathway; from their arrival and triage, through to discharge and at every stage in between. The data within the system, which can be drawn down into tailored reports, will enable Stoke Walk in Centre to fulfil the requirements which come into force in April 2011.

Karen Dawson, deputy hospital manager explains the benefits, “If we don’t have a record of the patient pathway,

there is a possibility of missing something significant. If we need to spend time searching for a specific piece of information at a later stage, the level of risk to the patient increases and we are using up valuable time and resources trawling through data – it’s just not productive. You need to have the full information at your fingertips to make decisions about what the next course of action is. By working with Clinical Solutions, we can see everything from first presentation through every subsequent stage of diagnosis and treatment.”

Hidden gems

In 2006, NHS Stoke-on-Trent moved its Trent Deep Vein Thrombosis (DVT) service to the Walk in Centre at Haywood Hospital, acting as an alternative to full attendance at the University Hospitals of North Staffordshire.

The Deep Vein Thrombosis (DVT) service is available to all patients who are registered with a GP in Stoke-on-Trent and it offers assessment and diagnostic facilities for patients referred by their GP. Karen Dawson says, “The DVT clinic was provided by secondary care, but this resulted in many patients waiting for an extended period of time because acute medical conditions were prioritised on the waiting list. Since the relocation we have been able to speed up the turnaround time and diagnosis, improving the patient experience.”

The centre used Clinical Solutions to document the patients’ pathway throughout the DVT service.



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About IntefleCS Treatment Centre

IntefleCS Treatment Centre is a flexible product to help clinicians manage planned and unplanned face to face patient encounters cost effectively. Developed for face to face patient encounters, our solution supports clinical activity promoting productivity and efficient front-line assessments and clinical documentation which can be used both in and out of hours.

About Clinical Solutions

Clinical Solutions is a leading supplier of flexible decision support and clinical software solutions to the healthcare industry that help healthcare professionals safely and consistently assess (and in the face to face setting, treat) a patient's symptoms and direct them to the most appropriate level of care when needed. This results in more efficient management of resources and alleviates pressure on emergency and primary healthcare services. The software is designed for use in both call centre environments and face-to-face encounters with patients.

The DVT service is unplanned (the centre does not know how many referrals it will receive each day), so has a named nurse on hand to receive patients and manage them. The Walk in Centre also has dedicated telephone line for local GPs.

From handling telephone calls, booking patients in to the centre, to recording patient information with attached ultra sound scans; Clinical Solutions has become a fundamental tool of the DVT service. The Centre's healthcare professionals have not only benefited from clear clinical decision support information, but have a far wider view of the DVT service.

Another benefit has been with the introduction of the fracture clinic. Nurses have always been able to request and access x-rays, but prior to 2006, when nurses diagnosed a fracture, the initial management carried out at the Walk in Centre and the follow up was carried out in the acute Trust's orthopaedics department.

The teams identified that that there was no need to send each patient to orthopaedics, as this level of expertise was not required, so the decision was taken to place a specialist in the Walk in Centre to treat non-complex fractures.

Clinical Solutions IntefleCS Treatment Centre solution is used to document the patient's journey of each fracture clinic appointment at Stoke and then at each follow-up. With all patients now seen and reviewed at Stoke – the whole patient journey is simplified.

Centre and patients benefit

Karen Dawson values the benefits of simplifying the patient journey and ensuring transparency of information. She says, “If we didn't have access to the full clinical record, we wouldn't appreciate what's happened. Without Clinical Solutions, we could miss something significant and therefore be in a position with a greater level of risk. We've also been able to build up more detailed patient profiles, helping document the pathway of the patient episode. Continuity of care is very important to us - the benefits of the system have been incremental over the years.

She adds, “Having full information at your fingertips saves on resources and increases productivity. We noticed this in two very distinct ways: Firstly, we have all

the necessary information to make healthcare decisions, we can see everything from first presentation and how that could influence the next stage of treatment. Secondly, we can analyse the Walk in Centre's performance and ensure that government targets, such as the four-hour emergency care target, is achieved.”

What next?

Stoke Walk in Centre firmly believes that there is huge potential to expand its facility and enable further services and more clinics to be delivered. For example, the team is currently looking at the severity of episodes in A&E and how the non-emergency patients could be referred to the centre, as trauma management specialists are based on the site.

Clinical Solutions will continue to sit at the heart of the technology, ensuring that the patient is at the centre of care, getting them to the right place, to see the right person, at the right time and first time.

See more people in less time!

Want to find out more, or arrange an IntefleCS Treatment Centre demonstration?

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