

## NHS Islington – Provider Services

### Case study

#### Overview

Islington Provider Services is an NHS Community Provider Organisation delivering services to residents of the London Borough of Islington and some residents of other boroughs particularly Camden. Services are provided to all adults and children and offered across of broad range of specialties.

#### Situation

NHS Islington provider services customer care commitment requires the Trust to provide the best quality healthcare services possible. With a tacit understanding that every individual patient requires unique treatment and care, there was an obvious need for provider services to implement a patient feedback system that could help them engage with a wider part of the community in a real-time way.

**Ian Tritschler, Associate Director of Business Development and ICT of NHS Islington Provider Services** comments;

*“We’ve always tried to ensure we provide services of high quality, but placing focus on quality patient feedback to drive changes was required if we were to meet Lord Darzi’s recommendations. We felt we needed a fresh and innovative approach to measuring patient experience.”*

The PCT commissioner’s vision is that by 2012 services to Islington registered patients are delivered in a targeted and tailored way to the population.



Desktop Touch Screen

To achieve the vision set by commissioners, it was recognised that NHS Islington Provider Services needed to collect quality patient feedback now, and introduce a system that could listen, monitor performance and provide quality data enabling them to improve service.

#### Solution

NHS Islington Provider Services introduced a number of ViewPoint Touch Screen Kiosks across the organisation that are collecting real-time patient feedback in an efficient and effective way. The data that is gathered by each kiosk is uploaded into NHS Islington Provider Services data warehouse; from here patient feedback is displayed via analytical reports in their own reporting portal. As service managers use the reporting portal to view service specific information on information such as finance, HR and activity, adding patient feedback to the portal has added an important extra layer of information for service leads managing community services.

The ViewPoint system is helping NHS Islington to meet their core value of placing individuals and their needs at the centre of the PCT’s concerns, and has helped them to be more inclusive of their multi-cultural society.

#### Benefits

- Real time feedback from patients
- Flexible reporting system that works along side an existing data warehouse
- Straightforward to deploy and manage
- Easy to use for service users and available in multiple languages

*“Once we realised we needed an innovative system to improve our collection of patient feedback, it was obvious that the ViewPoint system that CRT provides was the outstanding option for the provider services. The system truly is helping us to shape our community services and improve the patient experience”.*

**Ian Tritschler, Associate Director of Business Intelligence and ICT, NHS Islington - Provider Services**

#### Benefits

- Real time feedback from patients
- Flexible reporting system that is easy to make work along side an existing data warehouse
- A system that is straightforward to deploy and manage
- Easy to use for service users and available in multiple languages

#### Touch Screen Features:

Multiple Choice	YES
Multiple Answers	YES
Routing	YES
Open Ended Free Text	YES
Alpha Numeric Answers	YES
Numeric Answers	YES
Tabular Format Questions	YES
Multiple Language	YES
Standard Reporting	YES
Customised Auto Reporting	YES
Randomised	YES
Contact Details Capture	YES
Survey Number Check	YES
Custom Graphics	YES

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