

Optimising rapid response services at Derbyshire Community Health Services NHS FT

Channel 3 worked with the community nursing team at Derbyshire Community Health Services NHS FT to optimise their existing technology to deliver a new service model providing rapid response and routine care to patients.

Working in a blended team, Channel 3 helped co-design new digitally-enabled processes, and deliver a robust training package to help frontline services deliver faster, more responsive care.

Using our collaborative approach, Channel 3 and trust staff worked together to:

- Design and implement **new clinical processes**.
- **Introduce demand management processes** to support workforce planning, separating proactive clinical work with reactive care requirements.
- **Configure the electronic patient record** to support the new processes.
- Create a **central patient dashboard** that pulls data from eight localities and enables clinicians to assign team tasks based on proximity, speciality and patient need.
- Design and deliver a **comprehensive, sustainable training programme** that helped ensure staff across the organisation knew how to get the most out of using the electronic patient record.



Our impact

The Rapid Response team now has clear visibility of its workload and patient flow. In 2020, **96% of patients are being seen within 24 hours**, up from 68% in 2018.

Using the improved patient dashboard, **the triage hub has doubled its capacity**, with call handling teams now able to handle 15,000 calls per month, up from 7,500.

Improved workforce planning: Team members say their days are now more manageable. They can focus on their day-to-day caseload and properly plan ahead if they need to take on new patients.

“ Channel 3 truly shared our objective and became completely embedded in the team. We immediately recognised the value they added, and I can think of little to nothing that they could have improved in their approach to our optimisation project. ”

Adam Short,
Operational Development Manager, Derbyshire Community Health Services NHS FT

Get in touch to discuss how we can support you on your digital transformation journey.



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