



## Whittington Health NHS Trust Case Study

### Live community allocation

Whittington Health NHS Trust had been looking to improve the efficiency of their district nursing service, to increase productivity, deliver better care and reduce staff spending.

The Trust introduced the use of tablets across their district nursing service in order to reduce time spent going into the office every morning for handover, pick up their daily lists and to check emails between patient visits.

As Sita Chitambo, Head of Nursing, explains: "We were looking for a system that would contribute to patient safety, efficient and ultimately increase productivity."

The Trust introduced Allocate eCommunity to align patient need with available resources in real time. Sita says: "As the service had already been using iPads, it made the implementation of Allocate eCommunity smooth and staff could see that it would free more time that could be dedicated to patient care."

The service has seen a reduction in the time it takes to allocate patients. Sita says: "At the end of a day, everybody goes home knowing which patients they will be seeing the next day."

"We can see our daily capacity, as Allocate eCommunity RAG (red, amber, green) rates according to priority 1s, priority 2s, priority 3s. This allows prioritisation of patients based on need and nursing skills leading to improved continuity of care."

**In 2016/17 the Trust estimated the system saved £310, 540**

**6.45 staff released from administration and co-ordination duties for direct patient care**

Allocate eCommunity allows improved visibility of nursing location to enable prompt access, efficient reallocation and better productivity.

Sita explains: "The team coordinator can see in real time each staff member's progress with their visits and if a member of staff is running late with their visits, the team coordinator can request assistance from other members of staff."

The system is very responsive and means that planned patient visits can be changed live to fit around the patient. This gives patients greater transparency and confidence in their care.

As well as this, the Trust estimated the system saved £310,540 in 2016/17 by releasing 6.45 staff from administration and coordination duties for direct patient care.

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**Sita Chitambo**  
Head of Nursing