



## CUSTOMER STORY

# Midlands Partnership Foundation Trust

Improving operational delivery  
whilst keeping staff safe



## THE CHALLENGE



As a large community organisation with more than 800 staff to schedule and thousands of treatments and episodes a day for patients, the Trust was an early adopter of software to improve scheduling.

**1.5 million**  
population

**800**  
staff

However, the trust was aware of flaws in their legacy software and it was **not providing the data required to help managers inform operational delivery**. The Trust needed quality metrics for the community services it provided and a link back to safer staffing by keeping track of teams.



## THE SOLUTION

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**Allocate & RLDatix worked closely with the team at the Midlands Partnership Foundation Trust to make sure Allocate eCommunity could be used to provide the quality metrics required.**



The software is now helping schedule care when capacity and demand become challenging, as it has a safe way of rescheduling patient treatments in an automated system.



This also allows the team to run reports and then look back on that data and see if any themes around clinical safety have arisen and what the trends are.



It also means any treatments are scheduled appropriately for better care.

# THE RESULTS

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1

The team can see at a glance if there is high demand in one regional area and where there is capacity in another, meaning staff can be reallocated to meet demand.

2

Community nurses can check-in and out of appointments using the Allocate eCommunity app. They can review how long appointments take, against how much time is allocated and this is then used to inform future scheduling.

3

Allocate eCommunity integrates with other software the Trust is using, removing data duplication, freeing up clinical time and allowing that time to be reinvested with patients. This includes integration with RIO, so referrals don't have to be duplicated in both systems.

## THE RESULTS

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4

The team can provide evidence to the Board when more staff or different skill mixes may be required to meet the demands of the community services.

5

Using Allocate eCommunity during the first wave of COVID-19 meant staff did not have to go back to base, reducing face-to-face contact between staff, which in turn helped reduce infection transmission.

6

Allocate eCommunity has helped reduce reliance on paper records, which aligns with the Trust's sustainability objectives.

## TOP TIPS



### **Ensure nursing voices are heard**

Implementing Allocate eCommunity was made easier because the project lead was a former nurse, which helped staff feel their working patterns were understood.



### **Aim for as much integration as possible**

with other software and systems, to avoid spending time duplicating records.



### **Consider developing a caseload review report**

to go alongside Allocate eCommunity to ensure patients are getting optimal treatment.



# Want to learn more about Allocate eCommunity?

Click below to discover more about how we can support you to personalise your community care.

[Discover more](#)

Or [get in touch](#) to chat to a member of the team.