

Guy's & St Thomas' NHS Foundation Trust launches eCommunity to flexibly manage community care and prioritise patient needs



Guy's and St Thomas' NHS Foundation Trust is one of the UK's leading providers of hospital and community-based healthcare. Much of their care is delivered close to and at home, in the communities, delivering services in GP practices, health centres, schools, community buildings and in patients' homes.

The challenge of managing a dynamic, urgent care service

Guy's and St Thomas' NHS Foundation Trust (GSTT) delivers urgent community services in a high-pressure, fast-moving environment. With a zero to two-hour urgent response window and around 30–40 new referrals each day from Lambeth and Southwark hospitals and community teams, managing clinician schedules was becoming increasingly complex.

Previously, the triage team relied on a live Excel spreadsheet to coordinate activity, often accessed simultaneously by up to five people. But the system frequently froze or crashed, and network outages meant staff couldn't access the shared drive. This created serious operational risks, as clinicians were sometimes left without a clear schedule or patient information for their day.

Jo Perry, Clinical Triage Lead at GSTT, spent up to two hours each day updating and managing the spreadsheet, navigating constant changes and duplication. Since moving to eCommunity, the team has completely removed duplication, gained real-time visibility, and ensured every referral is confidently tracked and assigned. The result? A safer, more efficient way of delivering urgent care.



We now also have an immediate view of when a patient has been given an additional visit, meaning the team can quickly allocate to another clinician, ensuring the patient is seen in the quickest time possible.”

Jo Perry,
Clinical Triage Lead,
Guy's and St Thomas' NHS Foundation Trust

Previously, clinicians had to wait each morning for an email containing a link to a shared spreadsheet, then scroll through rows of information to locate their initials and identify their list of patients for the day. Now, with eCommunity, everything they need is at their fingertips. By simply opening the app, clinicians can instantly view their personalised schedule, including both in-person and virtual visits. The system makes it easy to see the types and locations of appointments, helping staff plan their day more efficiently and confidently.

Prioritising clinical governance

Ensuring robust clinical governance and compliance is a top priority for GSTT. Under the previous system, a live Excel spreadsheet offered no audit trail, meaning critical information could be altered or deleted without traceability. Since moving to eCommunity, the team now benefits from full transparency. Every change is tracked, providing a clear audit trail of who did what and when. Most importantly, all sensitive patient data is securely stored within the system, giving the team confidence in both compliance and data protection.





The system has also significantly reduced the risk of human error and streamlined daily operations. By retiring the Excel spreadsheet, the team can now trust that all patient names and NHS numbers are accurate, eliminating the extra admin time previously spent correcting mistakes. With eCommunity, processes are more efficient, reliable, and far better equipped to support safe, high-quality care.

“We have adapted and made the system our own. We have 100% compliance from all our matrons using the system, as they find it very easy to use”, said Jo Perry, Clinical Triage Lead at GSTT.

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Flexibly managing the needs of the patient

Patient needs in the community can shift by the minute, making it challenging for the GSTT community team to stay on top of their schedules. With several clinicians required to respond within a two-hour window, it's essential that the team has real-time visibility of their day, ensuring they can adapt quickly and deliver care where it's needed most.

“eCommunity allows the flexibility for patient needs to change. We have complete visibility of all reviews for the day, making planning for the team much easier. It's simple to make changes throughout the day and ensure the clinical team are aware.

The system is a true reflection of the needs of the patient. We can allocate visits at the end of the day and then re-allocate or increase visits the next day, based on changing patient needs.”

Jo Perry,
Clinical Triage Lead,
Guy's and St Thomas' NHS Foundation Trust

At GSTT, all referrals are initially logged within the nursing rota. If medical input is needed, the triage team can effortlessly switch units within the system, knowing it will automatically revert to the default setup the following day, reducing manual work and ensuring continuity.

“The eCommunity system has given us active control over our patients, allowing us to easily match the skills of the clinician to patient need”

Jo Perry,
Clinical Triage Lead,
Guy's and St Thomas' NHS Foundation Trust

eCommunity provides GSTT the assurance that every single patient has been allocated the visits they need to have.

Planning for today and tomorrow

As Clinical Triage Lead, Jo is responsible for monitoring daily capacity and demand across the service. Before eCommunity, this meant spending at least an hour each day manually counting and recounting figures in a spreadsheet, especially as capacity fluctuated.

Now, with eCommunity, Jo simply runs a report and applies filters to instantly identify shortfalls in minutes. Tasks that once took significant time, like reporting on the number of patients with COVID or tracking virtual visits—can now be completed in seconds.

“It supports me being able to get the data I need a lot faster and more efficiently”

Jo Perry,
Clinical Triage Lead,
Guy's and St Thomas' NHS Foundation Trust

eCommunity has so many benefits, it's not just an allocation tool. It's much broader, wider and deeper than that. It's the whole package.”

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