

Implementing a new data solution to reduce reporting times and centralise data



Implementing a new reporting solution, DataHub

Surrey and Borders were looking for ways to reduce further time spent on manual reporting of rostering data, as well as ways to import data from across their organisation into a central data warehouse to facilitate analysis and triangulation. To help achieve these two goals, they joined one of RLDatix's Early Adopter Programs in October 2022.

They implemented a new reporting system, DataHub, which safely and securely delivers structured workforce data from Optima directly to a business intelligence tool or data warehouse.

“It’s been absolutely fantastic to work with DataHub. Accessing the data has been really quick and easy.”

Craig la Buscagné,
Workforce Intelligence Manager Surrey and
Borders Partnership NHS FT

Automating reports through DataHub

The first issue Surrey and Borders were looking to solve was the large amount of time spent on manually creating the same reports on a daily or weekly basis. Since implementing DataHub, the Trust has been able to automate a key report, Unavailability of staff, which feeds into a Covid return that is sent daily to NHS England.

The report was created using the workforce data from Optima and delivered by DataHub directly into the Trust's BI Tool each day. Now, when these reports are needed, the appropriate stakeholders simply go into their BI Tool and view the latest version of the reports, which are automatically updated via the DataHub. This massively reduces administrative time. Around 1 hour per day has been saved through automating reports with data imported through DataHub.



Centralising data from across their Organisation

Surrey and Borders have implemented DataHub to help the ongoing drive to centralise their data, as the solution imports data directly from Optima and converts it into a structured, reportable format.

This mitigates challenges faced due to the geographical dispersion of various sites and services, which can make it difficult to accurately analyse performance data. Since implementation, DataHub has improved the robustness of workforce data across each service and allowed the Trust to accurately analyse different teams side-by-side within the context of the disparities and difficulties faced by individual services. Surrey and Borders are now able to assess performance and implement evidence-based improvement programs where needed, a function that wasn't possible before DataHub.

Surrey and Borders recently received an unexpected benefit from DataHub. BBC's Panorama aired an episode that looked into the mis-treatment of patients at a psychiatric hospital. Shift patterns were identified as a key element facilitating the issues highlighted. Surrey and Borders wanted reassurance that the same circumstances were not present within their services. To extract and analyse the relevant data from Optima's UI would have taken around a week. However, using DataHub, a report was built and generated within a couple of hours.

This report gave the Executive Board reassurance that our staff weren't falling into those particular working patterns that were of concern. Without DataHub, I would not have been able to create that report.”

Craig la Buscagné,
Workforce Intelligence Manager Surrey
and Borders Partnership NHS FT

What's next?

The Trust plans to continue automating reports using the data provided by DataHub. This will leverage time savings and create a 'self-service' reporting culture in which automated reports can be run as often as needed without the involvement of analytics staff. The Trust plans to continue to import data through DataHub into its central data warehouse so that it can build a robust and timely reporting process for analysing data from across the organisation as well as identifying and driving targeted, evidence-based improvement programs across their services.