



Case Study | Allocate eCommunity | The Royal Wolverhampton NHS Trust

Royal Wolverhampton prioritises staff wellbeing and safer staffing in the community

The Royal Wolverhampton NHS Trust is one of the largest acute and community providers in the West Midlands, with over 9000 staff covering over 350 different roles. Their organisation is driving to excel in the delivery of care, support colleagues, improve the health of its communities and to foster effective collaboration.

Turning the page on paper-based processes

One constant you can rely on in district nursing is change. Something that makes creating efficient schedules all the more difficult. Changes to schedules wasn't just an operational challenge for the team at The Royal Wolverhampton NHS Trust, but also an issue that affected the clinical team out in the community and the patients they are caring for.

Sophie Pearce, Junior Sister at the Trust, who spends half of her time in an operational role, managing staff and creating schedules and the other half providing clinical care in the community said, **“The manual, paper-based system we were using meant the team would have to go to base and print off their schedules every day and inevitable changes meant the team were relying on calls from the operational team, which would then have to be written down on paper. This led to mistakes being recorded, lists being lost and clinicians no longer having visibility of their visits for the day, requiring a trip back to base to print off again.”**

Since introducing Allocate eCommunity, the clinical team have found it much easier to manage changes throughout the day. Changes to schedules are immediately available within the app and there is no need for the team to spend time manually updating addresses and patient details. The integration with the Allocate Optima eRostering tool,

means the team allocating visits can easily adapt schedules if staff availability changes. **“If someone is off sick, they are automatically removed from the system, so we can see that person isn't available that day, allowing us to adapt schedules quickly and easily. It really helps with planning for the week ahead”**, said Sophie.

Prioritising safer staffing and wellbeing

Previously, it was easy to accidentally over allocate staff with visits, as there was no clear visibility on the length of time visits were taking. The Trust is now using Allocate eCommunity to ensure staff have realistic workloads, with gaps in between visits and adequate travel time factored in. **“The system allows the team to start and stop visits, so we have a realistic view of how long visits take. Huddle and handover times are now included in schedules, allowing us to more efficiently plan future schedules and support safer staffing across the Trust”**, Sophie commented.



The Royal Wolverhampton
NHS Trust

Now that the team can easily match clinician skills to patient needs in the system, the benefits have been two-fold. Not only has it supported correct schedules to be made first time round, creating more consistent care for patients, but it has also prompted conversations around training and upskilling staff. **“The system helps to highlight staff that can’t perform certain treatments, allowing us to more easily identify training needs and team up members of staff, so they can be upskilled.”**

Staff wellbeing is a key priority at the Trust and now staff are no longer being overloaded with work, they have more time to dedicate to non-patient activities, such as mandatory training, helping staff to develop new skills, increasing satisfaction and retention.

Visibility for patients and families

Although some deferred visits are inevitable in community care, there are some visits that cannot be moved, patients that require timed medications for example. The Trust can now clearly log specific time slots required for certain patients, ensuring the team can plan and provide the safest care possible.

Patients and families are also benefiting from increased visibility around their care, with the team now using the system to capture patient requests or access details, for example if a phone call is needed ahead of the appointment. This has reduced complaints and the admin time required to deal with them further down the line.

“The team now have more time to spend with patients, as there is less manual work and administration to do. Allocate eCommunity is a one-stop-shop – it makes our schedules more efficient, allows us to track length of visits and the audit trail gives us transparency of data, so we can see what care was given and when.”

Sophie Pearce, Junior Sister,
The Royal Wolverhampton NHS Trust

