



## Derbyshire Health United improves response times and reduces hospital admissions with Adastra

Introduction Derbyshire Health United (DHU) has been using the Adastra patient management system for the past eight years to support its delivery of the Rightcare scheme. Adastra has helped DHU use Rightcare to improve response times and reduce admissions, significantly.



### The Rightcare Journey

Derbyshire Health United (DHU) is a social enterprise that provides healthcare services to more than one million people across Derbyshire.

DHU introduced award winning RightCare© in 2005, a scheme that has been designed by DHU clinicians to ensure the seamless delivery of out-of-hours planned care to patients with complex health needs. The scheme, which is used by patients with long-term health conditions and complex healthcare needs, including end-of-life patients, provides access to immediate clinical advice during out-of-hours via the telephone.

Each RightCare© patient is provided with a dedicated telephone number and a care plan which holds all their information. If the patient needs out-of-hours care, they simply call the RightCare© telephone number to reach a medical practitioner who can instantly access all their details and provide telephone advice or arrange face to face care.

Over the years, the RightCare© scheme has experienced growing demand from patients

due to an ageing population and the increasing complexity of patient needs. The combination of both factors has meant that it has become increasingly necessary for DHU to be supported by a first class patient management system.

### The need for a quality system in the face of increasing patient demand

As an innovative organisation, with a strong focus on delivering quality patient care, DHU recognised the importance of using the leading patient management system to aid the RightCare© service. After researching several patient management systems, DHU selected Adastra from Advanced Health & Care (Advanced) to facilitate information sharing and improve patient care. The system stood out from the competition because of its flexibility and ease of use.

Debi Slack, RightCare© Manager, explains, "We used to use a basic patient management system which was inefficient and clunky. Patient calls were taking a long time and access to information was limited, impacting on care delivery." DHU is an advocate for Adastra, which is now used

### Client >

Derbyshire Health United (DHU)

### Sector >

NHS

### Project >

Adastra

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Debi Slack > Manager > Rightcare

by more than 90% of out-of-hours and urgent care services across the UK and also connects into the 111 system. All calls are typically answered within 60 seconds and transferred to a RightCare© Nurse or GP to assess the patient's medical condition using Key notes on the RightCare© plan which they have access to via Adastra. DHU staff also use Adastra to book appointments, triage and to dispatch vehicles.

### **Improved response times and reduced hospital admissions**

Immediate access to RightCare© patients' information during the call, enables the practitioners to provide the most appropriate medical advice. The Clinicians may be able to solve patients' queries over the phone (reducing costly hospital admissions) or the patient may require a hospital referral or a home visit.

*"Implementing RightCare© supported by Adastra was a smart decision – all our patients are now assessed quickly, accurately and efficiently, which is a 'win win' for both the patient and DHU. We have also significantly improved our response and assessment times and the system has allowed us to cut expensive hospital admissions significantly", Debi continues.*

### **Enhancing information Sharing**

The Adastra system has also enabled information to be quickly and easily shared across NHS Direct, East Midlands Ambulance Service, Royal Derby Hospitals and Chesterfield Royal Hospital.

*"As well as making it easy for call handlers to direct calls, Adastra enables information stored in the database to be easily shared. This saves the patient time and energy as they no longer have to repeat information, such as their symptoms and medications."*

### **Flexible and easy to use**

Adastra's ease of use has meant that staff have found the system simple to pick up and as a result, staff training time has been reduced.

*"All the RightCare© staff really like Adastra because it's flexible and easy to use. When a call handler takes a call, the last thing they need is a complex system that is difficult to navigate. They want to talk to the patient, assess their needs, reassure them and communicate the next plan of action. RightCare© supported by Adastra enables them to do this quickly and efficiently."*

### **A crucial time to cut costs**

As the RightCare© scheme expands, DHU will become increasingly interconnected with Adastra for maintaining a high quality of care while delivering ongoing cost and efficiency savings.

*Debi adds, "This is a critical time for cost cutting amongst health organisations. This is why systems like Adastra are so crucial to DHU. Without it, we would struggle to provide our patients with such a quality and cost-effective service!"*

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**Debi Slack > Manager > Rightcare**

## **More information**

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