

Ambulance Solutions

Back-office and clinical decision support for
ambulance services





People. Partnerships. Solutions.

We're Advanced. We are a leading provider of software solutions and IT services for health and care providers, commercial businesses and public and third sector organisations.



Our people

We're focused on understanding the emergency sector and delivering our leading IT solutions and services to our NHS clients. We work closely with our team of clinical leads, who all have hands-on experience using our software in their particular fields; our software development is informed by their experiences with patients and their rich clinical knowledge.

Our partnerships

We work with NHS organisations throughout the UK and Ireland, delivering our clinical and financial solutions to urgent and emergency care settings, as well as to NHS Trusts which provide a variety of mental and community health services.

Our solutions

We provide solutions to over 1300 customers in the health and care sector, helping emergency services save time, operate efficiently and monitor the use of resources. Find out how we can work with you.



Advanced Solutions for NHS Ambulance Trusts



"Advanced's software has made a huge impact, enabling us to boost performance dramatically by increasing efficiency."

Neil Spencer > Service Improvement Manager > EMAS

Increased demand on ambulance services

The demand for ambulance services is rising by approximately 6% each year - but without the equivalent increase in funding. This means it's imperative for ambulance Trusts to explore cost-cutting measures, while ensuring that standards of patient care aren't compromised. Clinical decision support can enable patients whose needs aren't urgent to still be signposted towards the most appropriate care, without needing an ambulance, while back-office staff can streamline their processes and improve efficiency by using effective financial and collaborative planning solutions that benefit the whole Trust.

Cut costs and reduce unnecessary ambulance journeys

Our clinical decision support solution, Odyssey, helps ambulance services save time and money each and every day by reducing the number of unnecessary ambulances dispatched. Call handlers can use our Adastra system for patient management to view existing patient data held on existing care records to make smart, effective clinical decisions that are always in the best interests of the patient.

Save time and improve efficiency in your NHS Ambulance Trust

Promote a consistent, safe approach to both physical and mental health assessments, enhance clinical outcomes, reduce risk and ultimately save money with Odyssey, our NICE-accredited clinical decision support technology. Our solution allows you to take steps towards integrating with other services to ensure complete records of your patients' medical history and accurate reporting of clinical events. This helps to ensure that patients are always

being signposted towards the most appropriate care. With content developed by our in-house team of clinical leads, our solution has also been thoroughly independently evaluated, for safety and effectiveness. Odyssey has content written in both professional and lay versions specifically for clinical and non-clinical users, helping you support the professional experience and judgement of your staff by providing them with an effective system to identify your patients' needs. Odyssey has:

- > Over 1200 presenting complaints
- > Over 450 specific question sets
- > Age and gender differentiation of questions and answers
- > Ability to locally configure outcomes based on clinical priorities

The seamless integration of Odyssey into Adastra, our clinical patient management solution, allows users to have both good clinical decision support and patient management, in one place. Save time and help your patients receive the right care, using the benefit of being connected to other national patient systems, allowing you to receive medical records to aid with clinical decision-making. Our solution allows you to take steps towards integrating with other services to ensure your patient records are complete and accurate reporting of clinical events is achieved.

Adastra also embeds with NHS Pathways. Our Adastra 111 solution delivers all of the interoperability standards as required by NHS 111, meaning you can refer calls to other providers without re-triaging them, exchange assessment data with other providers and schedule GP appointments.

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Case Study: South Central Ambulance Service

South Central Ambulance Service are using our clinical patient management solution, Adastra, to manage and improve their NHS111 service. This solution integrates with local GP systems to provide access to callers' health history, held on localised care records and the Directory of Service (DOS), thereby enabling call-handlers to provide tailored care while minimising clinical risk.

Luci Stephens, Director of Operations (Clinical Coordination Centres), South Central Ambulance Service, states, "Using Adastra will modernise our service and improve the care we deliver to our patients by providing staff with a structured and supported technology system to effectively manage our NHS 111 calls."

Case Study: East Midlands Ambulance Service

East Midlands Ambulance Service (EMAS) has been using our Odyssey clinical decision support solution for ten years; during this time, they have saved £40 million. Now, 16% of all the emergency calls that the service receives are able to be resolved via telephone advice without an ambulance being dispatched. Using Odyssey has enabled the ambulance service to provide all of its patients with the most relevant treatment, rather than simply sending them to hospital in an ambulance.

Neil Spencer, Service Improvement Manager, East Midlands Ambulance Service, states, "Adastra and Odyssey provide us with all the support and information we need to be able to make decisions safely for our patients. Without them more patients would be unnecessarily taken to hospital, which is inconvenient for them and the wider NHS. Crucially, it also means that fewer ambulances are tied up on non-emergency cases. Keeping our ambulances free for when they are most needed is how we can keep saving lives."

Reduce workload with flexible, real-time financial and procurement management

Relieve the administrative burden on your finance team from transactional and processing activities in order to focus on more strategic tasks that boost departmental efficiency. We will support you with your Future-Focused Finance journey by helping you reduce procurement costs and enable PEPPOL-compliant transactions. By implementing the NHS eProcurement Strategy, you can also reap further benefits from low-cost electronic

transactions, where paper invoices which need to be manually keyed are replaced by much more efficient electronic transactions.

Our fully-integrated suite of Oracle-based financial management and electronic procurement applications help relieve the administrative burden on your finance team from transactional and processing activities, helping them to focus on more strategic tasks in order to boost departmental efficiency. eFinancials reduces operational costs by offering a complete automated solution, allowing you to embed best practice and simplify three core financial processes:

- > Procure-to-pay
- > Invoice-to-cash
- > Account-to-report

Allowing employees and external trading partners to interact with the system in a controlled way increases efficiency and reduces the workload for your finance team.

In the advent of the STP agenda an increasing number of NHS organisations, and local authorities are looking to consolidate back office functions and a review of technology may form part of this. We understand it's not a one size fits all approach, we have deployment options to suit your requirements, shared service, on-premise or via a managed service. Consistent with STP initiatives we partner with ELFS Shared Services who provide Business Process Outsourcing (BPO) for finance and procurement. Alternatively you could host the solution, create a shared platform and deliver the service locally.

Most importantly, the application can be tailored to suit your NHS trust through its inherent configurability - no need for costly customisation. Our finance solution reduces back-office costs, allowing your Trust to direct more budget towards what's important - the patients.

Iain Bestford, Assistant Director of Finance, The Newcastle upon Tyne Hospitals NHS Foundation Trust states, "We are delighted with the success of the project. To have 40% of our invoices coming through the system within three months of going live is a fantastic achievement and it proves to everyone that these digital systems do work. The efficiencies that we are gaining from this will have a major impact on how the Trust operates going forward."

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"With Advanced fully managing our system, this has removed the associated risks of us having to manage it ourselves. We are also enjoying ready access to the Advanced team which is especially reassuring."

Richard Parker >
Head of Financial Accounts >
George Eliot Hospital
NHS Trust

Enable quicker, more accurate financial planning, budgeting, monitoring and forecasting

We understand that accurate and timely budget organisation underpins effective financial management - there is no room for inefficient processes and human error.

NHS Trusts need to agree Sustainability and Transformation Partnerships (STP) with NHS Improvement to increase the efficiency and quality of their back office service, whilst also reducing costs. This challenge requires NHS trusts to embrace the digital era and transform their services.

Our powerful and flexible planning, budgeting and forecasting software solution integrates easily with all leading financial management systems.

Our Collaborative Planning solution allows you to:

- > Develop more accurate planning and forecasting - by collaborating more directly with frontline teams and building a real-time view of budget performance
- > Devolve more responsibility for spend management to clinicians and other frontline teams, so that they can see the impact of their decisions
- > Free up Finance teams' time to proactively help clinicians and administrators more effectively manage spending
- > Balance historical spending with current/evolving requirements, and draw on peer spend comparisons - to ensure that budgets are fit for purpose and efficiencies are maximised

Hosting and Managed IT Services for NHS Trusts

As a healthcare provider, the security of your patient data is paramount. We understand your need to protect sensitive health data by having a contingency plan in place in case your systems go down without warning. Hosting your system in our Tier 3 aligned data centres allows us to provide technical support and fixes, and the peace of mind that your patient data is kept secure. All data sent to and from our servers is automatically encrypted in accordance with NHS Information Governance and security requirements, and lost and stolen devices can be flagged and remotely wiped if required, which prevents unauthorised access to your patients' data.

Our technicians keep everything on our servers running smoothly, and they can quickly identify, troubleshoot and fix upcoming potential issues before they become a problem. Additionally, our Software-as-a-Service model (SaaS) allows you to add or remove users depending on the scale of your organisation. This saves you from having to buy costly software licenses ahead of time, and ensures you can keep on top of your running costs.

More from Advanced...

We are UK leaders in the outsourcing of IT infrastructure and applications. We design, deploy, operate and improve your IT services – from the desktop to the data centre. Our team of consultants will assist and train you and your staff throughout implementation, and our dedicated support team will be there for you afterwards, to help with any queries. Working in partnership with your organisation, we can help you align your IT to your business needs.

About Advanced

We're Advanced. Through our enterprise and market-focused solutions, we positively impact millions of peoples' lives through continually investing in our people, our partnerships and our own technologies to stay focused on your needs. Every member of the Advanced team cares about the little things; the things that matter to you, and the things that collectively make a huge difference to your success.

So what does true partnership look like? True partnership is the defining thing that makes us different from the competition. We pride ourselves on delivering focused software solutions for public sector, enterprise commercial and health & care organisations that simplify complex business challenges and deliver immediate value.

We don't sell theory, only advanced software solutions that deliver immediate value. We enable our customers to drive efficiencies, savings and growth opportunities through focused, right-first-time software solutions that evolve with the changing needs of their business and the markets they operate in.

We're focused on success. Through continuous investment in our people, our partnerships and our technologies we have an impressive track record. Advanced is a Sunday Times Top Track 250 Company 2016 and we ranked in the Deloitte UK Fast 50. Through our success, we can continue to develop our solutions to make sure they're just right for you.

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