



Black Country Healthcare accelerates digital strategy with Docman Connect

Background

At Black Country Healthcare NHS Foundation Trust we have been using Docman Connect for nearly three years. Initially we implemented Docman Hub as we needed a quick and easy method of sending clinical correspondence to GPs electronically. This also aligns to our CCG's strategy with our local GPs also using Docman 10. More recently we moved to the Cloud-based Docman Connect to continue our strategy of digitising our manual processes.

The solution

Docman Connect is a service that is available to all healthcare providers and is the only service that delivers clinical correspondence to GPs, into the system they want to receive it. This helps to support our Trust to achieve its transfer of care requirements as set out in the NHS standard contract. As a Cloud-based service, Docman Connect provides us with a cost-effective solution for transferring documents and data to GPs electronically, in a secure manner.

Smooth transition

The option to move to the Cloud with Docman Connect was an obvious choice as this aligns closely to our overarching digital strategy. The transition between the two systems was effortless and the teams didn't face any major issues. Brandon Lowe, our IT Project Facilitator, said "It's been ideal, there's been no detrimental impacts from an IT perspective. It was so simple".

Time and cost savings

Previously we sent clinical correspondence to GP Practices by email or post, which was costly and inefficient. Documents would have to be printed, placed in envelopes, collected by porters, transferred to the relevant teams and then posted to GPs. Once documents left our hands we had no understanding as to where they were in the process. Tracy Thompson, our Outpatient Manager & Head of Administration commented: "This process could take up to two days for a document to arrive at a GP. Now it's instant!"

Culture change

When we first implemented Docman Connect there was hesitation from some teams as they interpreted this as an additional step within the process of sending correspondence. Now they are realising the benefits of Docman Connect and have seen that it can speed up sending documents. Tracy added: "We now have people who work across teams and in teams where they don't use Docman Connect and they are asking why. This is great testament to the product."

Auditability

When we were sending correspondence by email and post, the two-day process created a lot of potential for letters to be lost or misplaced and we had no way of checking whether our documents had been received. Docman Connect provides us with the ability to pull reports, which show where documents are within our process. "Our teams now have a greater level of reassurance that the documents being sent have reached their destination" added Brandon.



Black Country Healthcare
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Client >

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Digital Transfer of Care

Tracy Thompson "We initially only sent discharge summaries, but we have now rolled this out to wider document types, and we continue to see the added benefits of using Docman Connect."