

Enhancing patient safety and removing manual burdens with digital transformation in NHS Ophthalmology

Challenge

London Northwest University Healthcare NHS Trust had the only ophthalmology department in England without an EPR system, while their legacy software was limiting device and diagnostic capability. Staff found working with paper records both frustrating and time-consuming, and they had a painstaking manual data input process which often causes inaccuracies

Funding became available due to the department's pilot role in Eyeswise (a virtual clinic established for glaucoma treatment), but the team did not have the capacity or expertise to carry out the process of procuring a new EPR

Approach

The Trust enlisted IQVIA to create its business case and facilitate the networking of all the department's equipment. They began by collaborating with the team to identify the existing challenges, whilst reviewing systems used in ophthalmology departments across the NHS.

The team managed a swift deployment of just six months from the finalisation of the business case. This process included:

- Deployment of the EPR
- Upgrading all the departments devices
- Full training for over 50 staff members
- Networking previously unused medical devices

The project was delivered on time and within budget, and IQVIA went on to support the Trust to fully digitise patient communications via the EPR system, and deployment of other pathways for the rest of the department's ophthalmology services

Results & impact



Moved from a 100% paper-based department to fully digital within six months



Immediate positive feedback from clinicians using the EPR system, and fantastic anecdotal feedback including Nursing staff finding it to be very user-friendly and it working particularly well with their Saturday One Stop clinic



Patient safety improved by the reduction of errors in manual data transfer



Reduction in labour-intensive and inefficient data-entry methods, while instant access through the automated system is proving highly beneficial to both staff and patients

We simply didn't have the workforce or resource capability. There is no doubt that without IQVIA, the business case and procurement of a new EPR would never have happened. They enabled the voice of ophthalmology and the clinicians' voices to be heard and for the challenges we faced to be clarified, prioritised and resolved."

- Evelyn Mensah, Consultant Eye Surgeon & Clinical Lead for Ophthalmology