

Case Study: Mental Health

Lincolnshire Partnership NHS Foundation Trust

Silverlink Software's Mental Health has provided a rich functional solution for Lincolnshire Partnership NHS Trust's specialised clinical administration needs.



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Carolyn Holmes, Head of Clinical Systems of LPFT

MENTAL HEALTH

Customer profile

Company Lincolnshire Partnership NHS Foundation Trust

Website www.lpft.nhs.uk

Lincolnshire Partnership NHS Foundation Trust wanted a capable and solid Mental Health PAS solution that offered robustness and interoperability to form the foundation of their paper-free strategy.

They achieved Foundation Trust status in October 2007 – becoming the first mental health trust in the East Midlands to do so.

LPFT are committed to providing the best possible treatment and care for their local surrounding population of around 719,000 people, as well as providing specialised services to people who live in other areas of the East Midlands. The spread of LPFT services across such a large region meant that they required a Mental Health PAS that could centrally support their administrative cycle and enhance their patient outcomes throughout their sphere of service.

Business needs

Lincolnshire Partnership NHS Foundation Trust wanted a capable and solid Mental Health PAS solution that offered robustness and interoperability to form the foundation of their paper-free strategy.

Solution

Silverlink Mental Health offers an end-to-end solution for the administration of a modern, paper-light Mental Health Trust. Designed to be compliant with NHS processes and the Mental Health Act, Silverlink Mental Health provides support for the whole administrative cycle allowing the Trust to leverage their existing infrastructure and other applications to create an efficient and integrated workflow.

“Few systems have all the functionality in one place like Silverlink does.”

Carolyn Holmes,
Head of Clinical Systems of LPFT

Benefits and Value

- A rich and robust solution offering comprehensive PAS functionality and modules.
- Easy to deploy, manage and maintain.
- Supports all aspects of the Care Programme Approach (CPA).
- Fully supports the Mental Health Act, electronic Care Programme Approach module (eCPAm), Improving Access to Psychological Therapies (IAPT), Child and Adolescent Mental Health Services (CAMHS) and Payment by Results via Clinical Clustering.
- Cost effective pricing model lowers deployment cost profile.
- Backed up by 20+ years of NHS domain experience.

Lincolnshire Partnership NHS Foundation Trust (LPFT) is the principal provider of NHS adult mental health and social care services in Lincolnshire, offering the full spectrum of mental health services; in addition to substance misuse, learning disability and social care.

Why the Trust Chose Silverlink’s Mental Health

LPFT initially started using Maracis Electronic Patient Record in June 2009 before it was integrated into Silverlink’s Mental Health offering in 2012. Since Silverlink’s acquisition of the product, a strong and beneficial relationship has developed between the two organisations. Silverlink has added its deep domain experience to enhance the solution with better integration and an advanced bed management system, which is currently in the pilot phase – all of which were key factors behind LPFT choosing to remain in partnership with Silverlink after the handover.

“Few systems have all the functionality in one place” Carolyn Holmes, the Head of Clinical Systems of LPFT, stated. “Silverlink offers a fully integrated Mental Health system that ticks all the boxes; and the system has the potential to do even more because Silverlink is always keen to undertake new developments and move the product forward. We have reviewed what was available to us in the market recently and we chose to stay and develop with Silverlink.”

A Seamless, Multi-locality Service

Silverlink’s Mental Health solution is being used by LPFT across the whole of Lincolnshire, with over 80 locations connected to the system. The Mental Health solution is made up of different modules, including a fully integrated patient record system, specialist PAS functionality for in-patient and out-patients, and community settings that cater for the whole mental health realm. The

system is used to capture patient and clinical information, such as notes and documents from across all LPFT operational locations, to a central system that facilitates in the administration of the Trust’s patients.

Moving to Paper-light Processes

Silverlink’s Mental Health solution offers a broad range of core dynamic windows and paper-light functionality. “A lot of systems on the market don’t even offer such an option”, Carolyn Holmes revealed. “LPFT’s main strategic objective is to become paper-free, so Silverlink is providing a solution that is helping make our goal a reality.”

LPFT have collaborated with Silverlink to further develop Mental Health by implementing functionality that allows information to be more accessible and available directly from the system rather than on paper. The system is replacing traditional paper-based workflows and allows information to be fed in and read remotely – for example using a touch screen interface on the bed management pilot – creating a more fluid and enhanced working environment. A direct feed from the database allows real-time reporting for clinicians at the point-of-care.

Silverlink has also consulted with experts at LPFT to develop over 100 dynamic window designs for the core Mental Health system to make usability easier for the staff.

A Strengthening Partnership

"Silverlink are first-class at communicating timeframes; they are upfront, transparent and keen to offer the right ideas," Carolyn Holmes noted. Silverlink have provided a strong roadmap with a clear plan for the future development of the system. "This has greatly improved scheduling upgrades and enhancements to our processes as LPFT have a better understanding of when changes will be made to the system."

Silverlink is committed to further developing the system and is always looking to engage with partners. "Silverlink's Mental Health Product Manager, Ana Guimaraes, has worked closely with us to help us understand the system inside and out. She personally engages with our front-line staff to shed light on the system's potential and to see what can be improved," Carolyn Holmes disclosed.

Silverlink's and LPFT's engagement has been formalised around a regular schedule: quarterly account meetings where they talk about upgrades, future developments and performance; and quarterly user-group meetings, which includes super users from the 80 locations talking about issues and working on problem solving. All the issues and comments are fed to Silverlink to drive changes and create an improved and more technological advanced system in a virtuous cycle between supplier and customer.

Silverlink's Mental Health solution is being used more and more deeply throughout the Trust and is decreasing the staff's paper-based administrative burden as a result. The system is being continuously developed for frontline users to make it a smarter user experience; and as a result has become a resource that is indispensable to the Trust.

About Silverlink

Silverlink has over 20 years of development experience dealing with the NHS, which gives them a deep understanding of its processes and requirements allowing them to promptly offer practical solutions to new initiatives. There is also continuous investment in their product development to meet the needs of the UK market and the NHS while improving existing functionality.

Contact Information

For more information on how Silverlink's Mental Health solution can improve your organisation's PAS, contact us through or find out more at www.silverlinksoftware.com

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