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Case Study: PCS Acute The Walton Centre

Silverlink Software's specialised Patient Case System (PCS) PAS modules have supported the Walton Centre's Neurophysiology needs since its implementation in 2003.



"The Trust was looking for a system that could help clinicians as much as possible by getting them information as soon as possible."

Valarie Hayden, EPR and Data Quality Manager, The Walton Centre NHS Foundation Trust



Customer profile

Company Th

The Walton Centre NHS

Foundation Trust

Website

www.thewaltoncentre.nhs.uk

The Walton Centre is the only specialist neurosciences NHS Trust in the UK that offers a world-class service in diagnosing and treating disorders affecting the brain, spine, peripheral nerves and muscles. The Trust also helps people suffering from long term neurological conditions.

Business needs

The Walton Centre required a comprehensive PAS solution with specialist modules from a provider possessing an active national user group. The Trust wanted the opportunity to be proactive and in charge of their PAS development so as to remain a leading specialist neurosciences NHS Trust.

Solution

Silverlink's PCS PAS solution offers interoperable capabilities, allowing the Trust the freedom to choose or develop the clinical applications and modules that best support their neurosciences speciality. Designed to be highly compliant with NHS processes and best-practice, PCS provides support to the whole administrative cycle while supporting the Trust's best-of-breed IT strategy.

Benefits and Value

- A rich and robust solution offering comprehensive PAS functionality and modules.
- A highly interoperable platform allowing the Trust to adopt other solutions which work for them.
- Easy to deploy, manage and maintain.
- Collaborates with a strong national user group.
- Supports an extensive list of inbound and outbound HL7 messages.
- Cost effective pricing model lowers deployment cost profile.
- Backed up by 20+ years of NHS domain experience.





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Silverlink's user group maintains a good balance and ensures the group works well and effectively; there are members who have been there a long time as well as new faces. Silverlink in turn is efficient and adds value to the product."

Valarie Hayden, EPR and Data Quality Manager, The Walton Centre **NHS Foundation Trust**

The Walton Centre is a specialist Trust with specialist needs, and required a PAS solution that was robust yet still flexible enough to fulfil all their requirements and ensure efficient patient centric services.

The Walton Centre is a 'centre of excellence' for its specialty in neurophysiology, neurology and neurosurgery. The Trust provides specialised services to patients from all over the country, as well to those in need from less developed countries battling with infectious neurological diseases.

Why the Trust Chose PCS

The Trust initially started using Silverlink's PAS solution in October 2003 under a third-party contract. At the end of the initial contract, the Trust went out to tender for a new service provider which resulted in the Trust signing a new five year contract directly with Silverlink on April 1st 2014. According to the Trust's EPR and Data Quality Manager of almost nine years, Valarie Hayden, "the Trust identified Silverlink's solution as a system that could help clinicians as much as possible by getting them information as soon as possible."

Along with the core PAS, Silverlink offers practical solutions and allows the Trust to be proactive and in charge of their own development. Silverlink's PAS solution offers flexibility for case-types and allows users to not only use off-the-shelf modules but also to develop their system further by building and connecting custom modules or systems according to their requirements.

Silverlink provides a stable foundation for the Trust's active IT team; allowing them to evolve their IT systems infrastructure how they want in order to create an optimal solution for their specialist needs.

Specialist Design

The Trust implemented Silverlink's core modules, such as bed management, Referral to Treatment (RTT) and 18-week pathways, which had been specially adapted in conjunction with the Trust. Other specialised add-ons have also been developed - additional record details for special new examinations for their outpatient module. Silverlink and the Trust also recently developed a self-check-in kiosk that notifies staff of a patient's arrival.

Adaptable Solutions

Silverlink has a wide offering of modules that are improved and developed on a continual basis. While certain modules aren't required by specialist Trusts such as the Walton Centre, improvements made on certain modules can be reworked and applied to others. For example, the Walton Centre doesn't require maternity modules but the concepts behind any changes or improvements can be easily transferred to enhance modules the Walton Centre does use.

Intelligent Practice

Healthcare workers at the Trust use Silverlink's PAS solution to record patient experiences and outcomes, which are used to improve service and delivery standards. "The solution provides support for the patient," Valarie Hayden noted. The solution presents analytics and business intelligence, providing a bigger, better picture of what's going on in the Trust. Such information is used to tailor and improve practice methods to positively enhance the patient experience.





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Client Orientated

The Walton Centre is part of the national user group, which started around 2005. Valarie Hayden, who held the chair for two years between 2011 and 2012, explained that "the user group is very democratic and collaborative with lots of active participation from Silverlink's user base. Silverlink is always open to new suggestions that emerge from the user group, and is very responsive in engaging with us to discuss upgrades, future developments and performance."

The user group previously had face-to-face discussions every three months to examine different points of view and bring challenges to the table, but now the number of formal meetings has dropped to every six months due to the use of Google Groups to support constant discussion. The members submit change requests that are first reviewed internally and then forwarded to Silverlink. Valarie Hayden stated that it's "beneficial to be able to look at what people are asking without having to take time away from your desk."

Even if Trust representatives are not part of the group they can forward agenda items to be discussed with Silverlink. Valarie Hayden went on to say that "not everything is left to the formal members and the chairperson – creating a more collaborative effort. Trusts also participate if they are also working on their own developments."

The user group also contains sub-groups that feed into the national group, which includes clinicians whose input is crucial to the usability aspects of the system. "The user group has a nice balance;

there are members who have been there a long time as well as new faces," said Valarie Hayden.

Over the years the user group membership has grown steadily due to the increasing number of Trusts using Silverlink as their PAS solution of choice. Valarie Hayden confided that "user groups are a chore when there's poor collaboration; Silverlink's user group avoids this problem by maintaining a balance and ensuring the group works well and effectively. Silverlink in turn is an effective partner and continually adds value to the product."

The user group is an excellent platform for users to engage in peer review to develop best-practice techniques, improve data quality and further drive bespoke developments.

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 PCS 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 PCS Acute solution can improve your organisation's PAS, contact us or find out more at www.silverlinksoftware.com Silverlink is always open to new suggestions that emerge from the user group, and is very responsive in engaging with us to discuss upgrades, future developments and performance."

Valarie Hayden, EPR and Data Quality Manager, The Walton Centre NHS Foundation Trust

ENABLING BEST-OF-BREED WITH ACUTE, COMMUNITY AND MENTAL HEALTH PAS.



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