

Voice Technologies is an award-winning, employee-owned software solution provider serving the UK market. It helps organisations to reduce the time and cost of producing correspondence by using information and mobile workflow, speech recognition and digital dictation applications.

Case Study

FormStream reduces NHS Ayrshire & Arran's admin clerical support time by 20%

Challenge

To simplify labour intensive and time consuming paperwork for pre-op assessments.

Solution

Using the web based e-form application, FormStream, to digitise pre-op assessment proforma.

Results

- ▶ Admin clerical support reduced by 0.5 Whole Time Equivalent (WTE)
- ▶ e-form auto population improves record keeping and legibility
- ▶ Faster preparation for patient attendance at clinic.

Background

More than 9,000 staff work in NHS Ayrshire & Arran's hospitals, with two University hospitals at Ayr and Crosshouse (near Kilmarnock), Ayrshire Central Hospital in Irvine, and Biggart Hospital in Prestwick, and five community hospitals across the region.

Historically, pre-op assessments were carried out using a paper proforma. On completion of an assessment, the paper proforma was filed in case notes and had to be manually pulled for review – a labour intensive and inefficient process.

Correspondence with patients around changes to health also required the case notes to be manually pulled to allow updates. Any modifications to the proforma were also frequently labour intensive and costly.

With a planned move to paper-lite working and the need for swift access to documentation, an alternative solution was required.

"Working with Voice Technologies has been efficient and effective. The development of an electronic pre-op assessment has revolutionised our service."
Fiona King, POA Manager,
NHS Ayrshire & Arran



Having reviewed several companies and their digital solutions, NHS Ayrshire & Arran chose Voice Technologies to transform the paper document into an electronic form (e-form).

New FormStream pre-op assessment online e-form

Voice Technologies designed a new one-page reporting e-form which is accessed via FormStream, our web-based e-forms application. Developed by Voice Technologies in collaboration with the NHS, FormStream replaces the paper forms commonly used for information capture. Data entered into FormStream e-forms are saved, processed and uploaded to the relevant location in one move so it is shared instantly. No client install is required and data security is guaranteed.

NHS Ayrshire & Arran's new, fully encrypted pre-op assessment e-form is populated during telephone, virtual and face-to-face consultations and shared instantly for review with members of the multidisciplinary team (MDT). Upon verification, the e-form is made available on Clinical Portal within the individual patient's record, readily accessible for analysis and reporting.

The Board has reported that the e-form has led to the following benefits:

- ▶ **Increased productivity** – admin clerical support requirements reduced by 0.5 WTE as case notes no longer required to be pulled or filed. As a result, preparation for patient attendance now takes less time, allowing staff to provide wider support to the service. Anaesthetic review time has also been reduced
- ▶ **Accurate documentation** – auto population of dates / times / names has improved record keeping and legibility
- ▶ **Ongoing patient interactions** – the pre-op assessment team maintains contact with patients who are medically deferred while awaiting further investigations
- ▶ **Remote review** – MDT members can review notes of patients who are listed for surgery from any device and location.

Pre-op assessment e-form data is readily accessible for analysis and reporting.

NHS Ayrshire & Arran PRE-OPERATIVE ASSESSMENT

PATIENT INFORMATION

Surname	Montana	DOB	15/09/1916	AGE	NaN
Forename	John	CHI	1234567890	SEX	Male
Address	PA1 1HT				
Tel No					

Planned Operation 1: Hip Replacement
Consultant: Dr Smith
Anaesthetist: Dr Jones
Date of Admission: 18-May-2022 Time of Admission: 8am
Date of Surgery: 18-May-2022 AM/PM: PM
Surgically suitable for: In Patient

Prefers to be known as: John Occupation:

Emergency Contact Details (1st Contact)
To be given information on condition? Y N

Name: Jane Montana
Relationship: Wife
Address: PA1 1HT
Home: 0141 1234567
Work:
Mobile:

voice
TECHNOLOGIES

Paisley Office 10 Shuttle Street . Paisley PA1 1YD . 0141 847 5610
Sheffield Office 60 Shirland Lane . Sheffield S9 3SP . 0114 244 9960
enquiries@voicetechnologies.co.uk
voicetechnologies.co.uk

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