

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 online e-form app helps NHS Lanarkshire save 40 hours per month by simplifying sickness absence document management

Challenge

To simplify labour and time consuming paperwork for record keeping and reporting of absences for NHS Lanarkshire.

Solution

Using web based e-form application FormStream to digitise employee absence records – from initial submission to reporting.

Results

- ▶ Time savings of 40 hours per month on average
- ▶ Removes paper-based system for Salus support team
- ▶ Reduces the potential for manual errors.

Background

NHS Lanarkshire is the third largest health board in Scotland, employing around 12,000 staff working in communities, health centres, clinics, offices and three district general hospitals.

The board's system for recording staff absence and providing support was seen as labour intensive and relied upon a number of manual interventions. Managers were required to note any absences using a three page Early Access to Support (EASY) form via FirstPort, the NHS Lanarkshire staff intranet. Specific information such as date of birth and payroll number was not easily available, costing managers time in locating it from other systems and occasionally leading to manual input error.

Once submitted, the form could only be actioned once it had been downloaded, printed and passed to the Salus Occupational Health, Safety & Return to Work team. Salus would then contact staff reported as absent and offer support.



"Voice Technologies helped us develop a web based form that allowed us to streamline sickness absence document management processes, save time and improve our service."
Simon Martin,
Health Improvement
Senior (Salus)



The board were encouraged by their IT provider to seek out an alternative fully digital solution which could efficiently deal with the extra demands caused by the 2020 COVID-19 pandemic and a future upgrade for FirstPort.

New absence reported system

Voice Technologies designed a new one-page reporting form which is accessed via FormStream, our web-based e-forms (electronic forms) application. As FormStream was already live within NHS Lanarkshire, the new EASY e-form is readily accessible to managers and the Salus team with no issues reported.

Fields are auto-populated using active directory data to speed up the form-filling process. Upon verification, the form is digitally sent to the Salus team for processing via the FormStream app. No paper copies are required. Managers can review the status of a submitted form at any time and a staff member's absence history is easy to review.

FormStream saved NHS Lanarkshire a total of 200 hours in the first five months

In the first five months since the launch of the new EASY e-form, 2,400 submissions were made from 875 distinct users. Managers are saving on average at least two minutes per referral and the Salus team are saving up to three minutes on average processing each referral.

Verify Document

Save Draft

Discard Changes

EASY Form

Manager Details			
Full Name	Colin Wood	Job Title	Software Development Manager
Department	Development		
Location	Paisley	Telephone Number	0141 847 5610
Email Address	colinw@voicetechnologies.co.uk		

Alternative Contact Details			
First Name	Jeanette	Surname	Green
Find Contact Details			
Job Title	Financial Manager and Employee	Department	Admin
Location	Paisley	Telephone Number	0141 847 5610
Email Address	Jeanette@voicetechnologies.co.uk		

Employee Details			
First Name	Richard	Surname	Bertling
Known As		Payroll Number	
Date of Birth		Job Title	Senior Software Developer
Department	Development	Location	Paisley
Is Employee Contactable?	Please Select...		
Contactable Telephone Number			

Absence			
First Date of Absence		Nature of Absence	Please Select...
Any other comments?			

The new sickness related absence management and reporting e-form solution helped NHS Lanarkshire save 200 hours in its first five months since launch.

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TECHNOLOGIES

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