



Three ways of documenting care to one digital solution in our emergency department

Project aim

To implement the Nervecentre Emergency Department (ED) dedicated solution in Adult and Paediatric ED's at The Princess Alexandra Hospital NHS Trust. Ultimately this project was about improving patient safety, patient experience and patient outcomes. The module and functionality enables us to address concerns raised by our clinical staff and by the CQC.

Timeline for delivery

From: April 2022

To: July 2023

Measures

- Ensure that ED Nervecentre is a stable working system
- Red risks effectively mitigated against
- Ensure that there is a system owner in place before handing over to BAU
- Process agreed for signing of changes/improvements
- Ensure there is a deep dive in to the lessons learnt (after action review)
- Solution for tracking and monitoring benefits realisation is in place
- BCP is in place and effective
- Discharge summaries
- ECDS Reporting

Test for change

- Implementation of ED Nervecentre module
- Implement the Manchester Triage Tool
- New hardware (iPads) to enable flexibility for clinical staff
- Development of all risk assessments on Nervecentre ED
- Training staff to utilise the system
- Implementation of Robotic solution to admit patients into Cosmic from ED Nervecentre

Project Team

- Kelly French – SRO
- Sharon McNally – Executive Project Sponsor
- Sarah-Louise Lacey – IT transformation Manager
- Kevin Jennings – Programme Manager
- Nervecentre PM
- Connor Constable – Project coordinator



Results

- Patient notes are all stored on one system
- Reduced workload due to double entry
- Accessible via mobile devices such as iPads
- Manchester Triage Score is built in to the system
- Faster loading times compared to Cosmic
- Removal of CQC notices 29 and 31 from the Emergency Department

Learning and next steps

The ED Nervecentre project went to business as usual in July 2023 after approval from the project board.

