

# The gift of time:

Supporting the NHS Ten Year Plan from Analogue to Digital  
Using a digital platform to support patients with catheter ordering.

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## Introduction

University Hospital Coventry and Warwickshire (UHCW) conducted a pilot to assess whether Vyne Online, a digital platform, could address the key priorities identified in a survey of clinicians who register patients with, and order products from, a dispensing appliance contractor (DAC). Clinicians from the Urology Nurse Specialist team (UNS; N=8) and the Day Surgery Unit (DSU; N=3) took part in the 21-week pilot using the digital platform 129 times over this period.

## Open all hours

DACs are typically open during standard business hours, which does not meet the needs of our 24/7 NHS. Clinicians took advantage of the 'open all hours' functionality of Vyne Online placing 31/129 orders before 9am or after 5pm (see Chart 1) and 37% of orders over the weekend (see Chart 2).

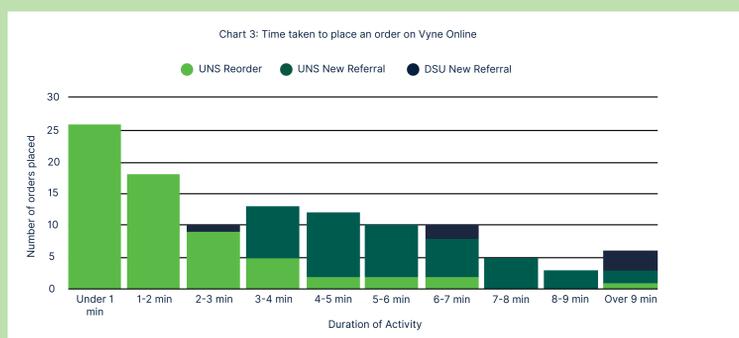
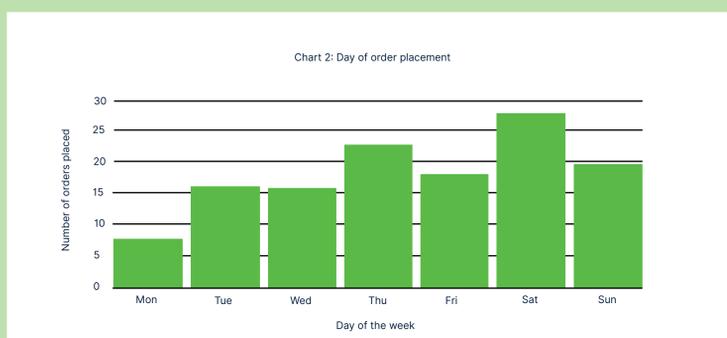
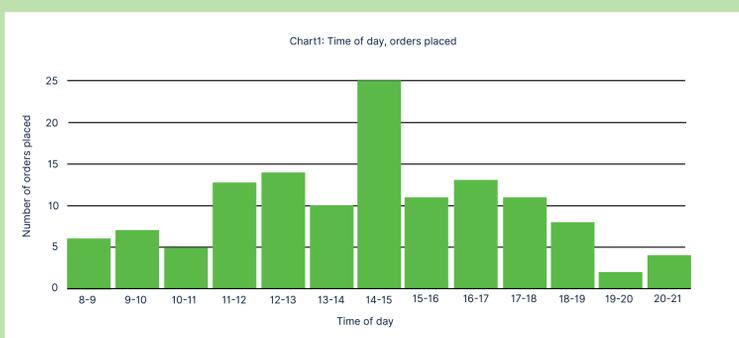


Table 1. Vyne Online Pilot			Telephone
First Order	Re-order	Overall	Estimate
6 min 25 sec	2 min 7 sec	4 min 25 sec	7 min 19 sec

## Easy does it

In a post pilot survey, all the respondents felt that the training they received to use Vyne Online was sufficient to enable them to use the platform confidently, with no additional support or information needs identified with one respondent mentioning that the ease of use and user-friendliness were two key aspects of what worked well with the platform.

## Freeing up time to care

The time taken from the start of an interaction with Vyne Online to its completion was recorded and compared with an estimated time to interact via telephone of 7 minutes and 19 seconds, based upon average industry queue times and observed internal call durations. The estimate closely matches with the observations of the pre-pilot survey of 7 minutes and 40 seconds.

The data was split between first order and registration, and subsequent re-ordering. The three longest and shortest interactions of each type were discounted as outliers and the mean of the remaining ordering times was calculated; these can be seen in Table 1. A breakdown of the durations can be seen in Chart 3. It is of note that 82% (n=106) of all interactions captured took less than 7 minutes and 19 seconds. Over the course of the pilot almost 6.5 hours (23385 seconds) were saved in the process of registering and placing orders for patients.

## Peace of mind

All post-pilot respondents stated they were 'Much more reassured' with the traceability provided by Vyne Online when compared to their previous method of registration with two identifying that they were 'Very Confident' that their registrations were taken care of.



## Summary

The pilot of Vyne Online has demonstrated that it meets all priorities identified by clinicians who register and place orders for patients in UHCW. The platform offers a viable, easy to use, alternative to the telephone which operates effectively outside of traditional working hours and reduces the administrative burden when undertaking these essential activities. Furthermore it provides reassurance to the clinician that orders have been completed and it's anticipated to be a great tool for patients to use once discharged.