Solus Endoscopy supports Endocare in streamlining patient care

"Game changer" for streamlining processes and data-checking

Endocare Diagnostics provide insourced services to the NHS, specialising in Gastroenterology, Colorectal and General Surgery. They play a key role in helping trusts to reduce backlogs and increase capacity, with a focus on seamless patient care. We spoke to Paul McAllister, Head of IT & Analytics at Endocare about how Solus Endoscopy has been a "game-changer" when it comes to reporting, managing data and reducing manual processes.

Endocare approached HD Clinical at the start of 2021 as they needed a reporting system. Paul says, "In 2017 we were primarily an insourcing business, working with the NHS onsite. We're now also a community provider with a dedicated diagnostic centre. **So, we wanted the best reporting system on the market and we could see a lot of potential in Solus.**"

One of Endocare's pain points with their insourced clients was reporting, as they didn't have access to hospital systems. **In their new community setting, they can now pull their KPIs from Solus and their consultants don't have to input data manually.** Solus Endoscopy connects to the NHS Spine, which automatically populates patient records with verified demographic information.

Paul says that cutting out these manual processes and double-checking of data has been a "game-changer" for Endocare: "**We don't have to cross check the data constantly, we can trust the system and we know it's correct.**" The GRS audit tool in Solus Endoscopy has been another time-saver for Endocare. Paul had previously worked with systems which could take up to two hours to load, **whereas now it's instant, with filtering and sectioning to drill down into specific treatments and activity.**

> **"The implementation of systems has been seamless.** All Projects including the V2 Upgrade and implementation of the NHS Spine have been managed professionally with ongoing support and communication available throughout."
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> Paul McAllister, Head of IT & Analytics at Endocare

The nature of insourcing means that Endocare works with a lot of locums. Solus Endoscopy fits right into this way of working, where users need to adapt to the system quickly with the correct level of access. Paul says, "**Solus is very user friendly and it's easy to use. The ability to suppress users is great for our organisation as we work with a lot of locums so we need to carefully manage access**."

HD Clinical encourages customer feedback, especially where changes can be made to improve the patient experience. Paul requested that discharge information be automatically included in reports for patients to take home with them after a procedure. In this case, Solus includes local information, so that in an emergency the patient has the correct information to hand**. In addition to improving the patient experience, this also cuts down on admin and manual processes, as the team were previously printing this off separately, or handing out booklets.**

Paul also requested for Solus to print wristbands with demographic information from the NHS Spine, which is now live. Paul says, "This allows us to add patient details and print the wristbands instantly, **saving valuable admin time within a busy reception**."

Following a successful project plan delivered on time, Endocare has now upgraded to Solus Endoscopy 2.23.10 and has now moved onto receiving ongoing support while continuing to provide feedback for further development and improved useability. With Solus Endoscopy in place, Endocare has a management and reporting solution which can scale with the business as it grows. They have already made plans to become a booking provider, and the Solus scheduling function is already in place to support this.

Key benefits:

- Manual inputting and processes reduced
- Increased automation, saving time and budget
- Flexible and easy reporting
- Future-proof reporting and patient management infrastructure now in place
- Integration with NHS Digital PDS (Patient Demographic Service)

For more information about Solus Endoscopy please contact sales@hd-clinical.com or scan the QR code

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