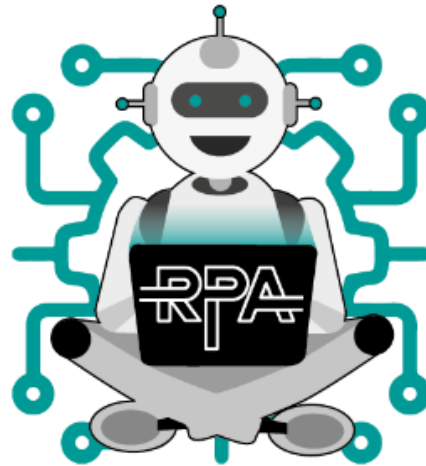




The Health Informatics Service



The Health Informatics Service

Robotic Process Automation



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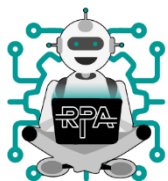
ORGANISATION

Setting the Scene

- How did we get to here?

What RPA is not

- Not Artificial Intelligence (AI) but Intelligent Automation (IA)

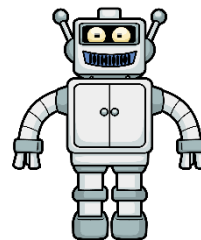


RPA Platform

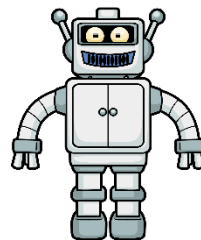


- Blue Prism CHFT Platform - Cloud Based. Free Upgrades
- Yearly Licence Fee. Signed for 5 years - Purchased 5 'bots' (Virtual Workers)
- Each 'Bot' works 24/7 365 days per year - Equivalent to 4.5 wte each
- Knowledge Support. Blue Prism University. Blue Prism Community
- Used in 80+ NHS Organisations - Processes are shared free of charge

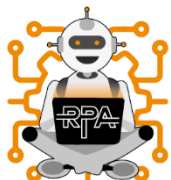
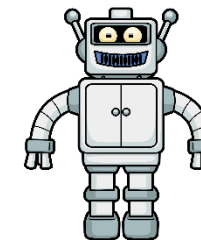
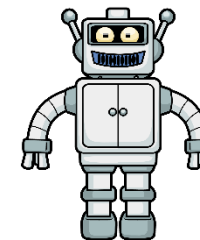
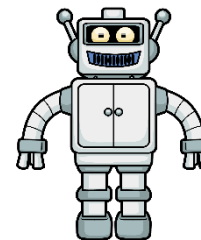
No Breaks



No Sickness



No A/L

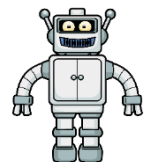


Benefits of RPA

- Increased Productivity
- Time Saved
- Cost Savings
- Reduction in Error
- Increased Efficiency
- Improved Staff Morale
- Better System Integration
- Better Patient Outcomes
- Cost Avoidance
- Reduced Bank & Agency

CHFT RPA Journey

- Started in May 2022
- Single team member!
- Outsourcing with Royal Free London and OAS Ltd
- In house Snr developer from Oct 2023
- Grow our own Team for the future
- 21 Processes live to date
- Saved over £200k recurrently towards the Trusts CIP target



E-Referral to EPR New referrals

- 1st Process started in Nov 22
- Process average 250 referrals each day
- Saving the team up to 150 hours per week
- Less than 2% exception (failure) rate
- Released 3.0 wte vacancies

Radiology Requests and Booking

- Receiving 400+ requests on CRIS each day
- Booking 100+ plain film scan appointments each day
- Saving up to 40 hours per week
- Booking patients every 2 minutes
- Released 0.75 wte vacancy

Waiting List Validation

- Removing duplicate requests from Holding List
 - Low Hanging Fruit model
 - Potential for 2000-3000 requests
- Pre-op Assessment requests by RTT status
 - 600+ removed already
- Saving approx. 50 hours per week
- Released 1.0 wte vacancy

Cancer Nurse Specialist Teams

- Colorectal - Blood Forms and Monitoring
 - Saving up to 15 hours per week band 6/7 time
 - More time with patients. Reduce future recruitment
- Breast Mammogram Scan
 - Saving up to 20 hours per week band 6/7 time
 - More time with High-Risk patients
- Urology PSA Clinics
 - Saving up to 15 hours per week
 - Reducing waiting times for large cohort of patients
 - Reducing DNAs/wasted appointments

Out-Patient Procedure Codes

- Inputting 1000+ missed OP codes each month
- Saving up to 20 hours per week
- Contributing over £200k in income generation per month
- Allowing team to identify more missed procedures
- Expansion into Inpatient Clinical Coding

Data Quality

- Updating Lead Clinician
- Follow up Request Conversion
- Patient Flags - LD, Safeguarding, Reasonable Adjustments
- High Risk Adults
- Post Ward Discharges

RPA Pipeline

- Gastro Blood Forms
- Cancer Tracking
- Cancer MDT Outcomes
- Radiology DNAs
- PharmOutcomes
- Radiology Check In
- Dermatology 2WW
- Bariatric Clinic Prep

Scoring 1-5							
Complexity	Volume	Longevity	Financial	Patient	Reputation	Total	
1=High	1=Low	1=Short	1=Low	1=Low	1=Low	1=Low	
5=Low	5=High	5=Long	5=High	5=High	5=High	30=High	
4.00	3.00	5.00	1.00	1.00	4.00	18.00	1
4.00	3.00	5.00	3.00	4.00	5.00	24.00	2
4.00	3.00	5.00	3.00	4.00	5.00	24.00	3
2.00	5.00	5.00	2.00	1.00	5.00	20.00	4
2.00	3.00	5.00	4.00	4.00	4.00	22.00	5
4.00	4.00	5.00	0.00	4.00	4.00	21.00	x
2.00	4.00	5.00	1.00	3.00	3.00	18.00	x
3.00	5.00	5.00	3.00	4.00	3.00	23.00	x
4.00	3.00	5.00	3.00	4.00	5.00	24.00	x
4.00	3.00	5.00	3.00	4.00	5.00	24.00	x
2.00	4.00	4.00	0.50	3.00	3.00	16.50	
3.00	4.00	5.00	3.00	4.00	5.00	24.00	1
3.00	4.00	5.00	3.00	4.00	5.00	24.00	2
4.00	3.00	5.00	3.00	4.00	5.00	24.00	x
3.00	4.00	5.00	2.00	4.00	5.00	23.00	x
2.00	5.00	5.00	2.00	5.00	5.00	24.00	x

Other Areas of Opportunity

- Endoscopy
- Finance
- Procurement
- HR
- Medical Secretaries
- General Surgery
- Medical Specialties
- Gynaecology
- Haematology
- Transport

What have we learnt?

- RPA platforms are not cheap
- Automations are only as good as they are built
- Outsourcing outside NHS can be very expensive
- Cash releasing automations are hard to find
- Benefits (as a whole) outweigh the costs
- RPA is the digital tool the NHS needs for the future



The Health Informatics Service

Any Questions?

Thank you!

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