



# Case Study – Jo Ansell-Wood, QMC Assessment Team

## Background & Context

The QMC Assessment team were chosen as a proof of concept by ICT services to determine how to deploy new technology and solutions outside of a main NCC office base. Previously the team were using analogue phones, struggling with hospital wifi and as such the use of their mobile devices was not being maximised. ICT services spent time working with the team and health ICT colleagues to deploy new mobile devices (Yoga 260), Lync telephony systems and new WiFi settings & connections. This is the impact the project has had, as described by Jo Ansell-Wood

## Difference to me and my service users

I cannot live without it! I enjoyed using the ThinkPad and invested time building it into my day to day work but often had issues with connectivity on the wards I work on, which was frustrating. This meant that I spent more time at my desk away from my service users and their families.

The new device and the **vastly improved connectivity** in the main hospital wards means that I am able to undertake most of my work whilst I'm on the ward & be more visible to my health colleagues and service users.

I use the device mainly in the ward offices, thus enabling me to link a lot closer than I ever have been able to with health staff. All conversations can now occur whilst I'm on the ward rather than having to phone ward staff back when I'm at my desk. This **improves the service we provide to service users and increases the speed at which I am able to respond** to their needs &

therefore supports hospital staff to discharge patients safely and quicker.

Being **able to quickly update service user's records & case notes** in a timely manner also allows the service advisors in my team to demonstrate that there are no delayed discharges because of social care.

Previously I could spend the vast majority of my day visiting service users and their carers on wards, making notes and not actually updating the Framework/Mosaic system until I got back to my desk at 3:30pm – 4:00pm. This meant that our team were often on the back foot when receiving requests for updates from health staff who were waiting to discharge service users.

The service advisors can now respond to these requests for updates on my behalf, as I can update records as I work flexibly on the wards around the hospital. The devices & perhaps more importantly the connectivity has allowed this whole **process to work much smoother**.

The Yoga 260 switches on and logs in quick, which is a vast improvement on the desktop machines we had previously. It connects to the internet well which is really useful when ordering equipment, gaining consent or just wanting to use as a visual aid with service users and carers. I recently used it to help make decisions alongside a service user about the care home placement they wanted me to organise.

Having Microsoft Lync has also enabled me to make calls or use the instant messaging. Small things like being able to use the headset and **talk and type at the same time is a more efficient way of working**. It also means I have the ability to make calls all the time and manage my own voicemails, rather than messages having to be taken and passed on to me.

On occasion I'll work from home either first thing before a personal appointment or in an evening to finish some work ahead of the next day. Again, the connection is much more stable and I have had no issues. This **improves my worklife balance** and allows me to still be working even though I have an appointment. I don't need to take flexi or request urgent domestic business.

I feel that the recent ICT project has allowed me to once again improve the way I work and support my service users. The new technology and software supports me to be able to do my role to the best of my ability contributing to my productivity.

## **Overall Impact**

I wouldn't be able to work as efficiently without my device. It saves me at least 3 hours (8%) of time a week. This increase in capacity has been vital in allowing our team to cope with the increase in pressures to ensure that the delays in transfers from the hospital back to the community are kept to a minimum – which is better for our service users and helps to relieve the pressure on hospital services.

### **Top tips**

**Use it:** Try to change the way you work gradually. The device, as you can see from above, has really helped me, my team and my service users.

**Keep using it:** The more you use your device to work flexibly the more it will become a natural part of your working day.

### **Contact information:**

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