

**Medisoft Limited**

Leeds Innovation Centre, 103 Clarendon Road, Leeds LS2 9DF United Kingdom

Tel: +44 (0)113 347 2020 • Fax: +44 (0)113 347 2021 • e-mail: info@medisoft.co.uk

www.medisoft.co.uk**County Durham and Darlington NHS Foundation Trust****The challenge**

County Durham and Darlington NHS Foundation Trust is one of the largest integrated care providers in England, serving a population of around 600,000 people. Their ophthalmology department provides a wide range of in-patient and out-patient treatment for eye conditions, emergency treatment and elective surgery across three sites.

Despite modern equipment and facilities, the Trust lacked a central repository for all recorded patient information. Patient notes were hand-written and often incomplete or incorrectly filed. Clinical teams had to compare information stored in several different locations. Repeat visits were often required, as access to data across sites was not available. Clinic letters would regularly take 4-6 weeks to send out following a consultation and auditing the service was near impossible. The Trust recognised that they needed a new electronic medical record system to overcome these challenges. They turned to Medisoft to provide a more reliable and efficient approach.

The approach

Medisoft worked closely with the Trust to understand the needs of clinicians in each subspecialty. A fully-integrated system was deployed across the three sites, comprising Medisoft Ophthalmology, which replaces the paper notes of assessments and operations, and BlueWorks OphthalSuite, which links with all ophthalmic devices across the Trust and provides instant access to scans and images.

After less than a year, 20,000 patient records and 3 million images are held on the system, and 33 doctors use the software. Nearly every ophthalmic subspecialty is paperless. Patient records and images are securely stored and backed up and are accessible from any location across the Trust.

The results

- Audits can be produced with just a few clicks and all clinical information can easily be reviewed from any location, allowing outcomes reporting, research and service demand forecasting.
- Automatic generation of letters and prescriptions has led to a significant increase in capacity as well as direct cost savings. The Trust's carbon footprint has been minimised.
- Having instant access to all the necessary information has helped to improve clinical care and is particularly helpful in the Eye Casualty department.
- Disease progression can be assessed quickly and easily. Images and scans can be compared with a few mouse-clicks, and charts highlight changes in treatment and how these affect outcomes.
- The system assists clinical decision-making and helps to identify and minimise human error.
- Patient notes and images can be reviewed if they telephone the unit, eliminating delay and leading to a better, safer service.

Mr Saju Thomas, Consultant Ophthalmic Surgeon, describes the solution as *"one of the best investments the ophthalmology department has ever made"*.

Paul Thurland, Head of Service, Surgery and Diagnostics said, *"Ophthalmology staff are able to concentrate on patient care, rather than worrying about missing information."*