CASE STUDY

Community post-cataract assessments:
Adding efficiency through Opera integration

www.medisoft.co.uk

OBJECTIVES

SpaMedica is one of the leading providers of NHS eye patient services and the largest NHS cataract surgery provider in the UK. They work closely with community optometrists, who carry out a substantial proportion of their post-cataract assessments.

Due to the volume of post-cataract assessments generated using Opera, SpaMedica have had to use their Administration team for this task. This involved individually downloading PDF's from Opera and uploading them to the patient's record in mediSIGHT. Hannah Powell, Post-op Scheme Manager with SpaMedica, explains the effect this had on the business, "the manual process had an impact right across the full post-op team, which is a team of 19 people, the Community Optoms and most importantly our patients."

The main requirements were to allow post-operative assessments to be sent directly to mediSIGHT from Opera, which means that Community Optometrists no longer have to enter information into two systems.

SOLUTION

Medisoft worked with Primary Eyecare to develop an API that connected their Opera solution with Medisoft's Community Cataract portal. Nick Baldwin, Chief Commercial Officer at SpaMedica explains why they chose Medisoft, "choosing to work with Medisoft to find a solution here was an easy decision. We have worked with Medisoft for a long time now and trusted that they would produce a solution that gave us the efficiencies we were looking for, within the timescales required."

Medisoft established similar needs across their customer estate so decided to approach Primary Eyecare (who produce the Opera system) and propose development of an interface. Following agreement, the respective teams held discovery meetings, agreed a technical design and assigned development resource to work on a solution. There was clearly a need for an interface between Medisoft's Community Portal and Primary Eyecare's Opera system

BENEFITS

1. Saving Time
By saving 10 minutes per patient, SpaMedica having been able to reinvest this time in to patient care and services.

2. More patients seen in the community
By implementing this service it allows more patients to be seen in the community freeing up hospital based clinicians to carry out more procedures and reduce waiting lists.

3. Powerful reporting
mediSIGHT's in-built Audit Suite provides feedback reporting so you can review all post-cataract assessments in one simple report.

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TIME SAVINGS*

- 10 minutes per patient
- 167 hours
- 6.9 working days

IMPACT

"to deal with the previous system we had to allocate 3 of our admin team. Now they're free to focus on driving even more efficiency elsewhere"

Hannah Powell, Post-op Scheme Manager SpaMedica

DAVID COLEMAN

Head of Training and Customer Services

"I work with SpaMedica on a daily basis and have seen the benefits of this integration first hand. If you want to make time saving efficiencies, then this is a great place to start"