

SPS 

Swiss Post Solutions



SPS HEALTH
HELPING NHS TRUSTS
MEET TODAY'S
CHALLENGES AND
TOMORROW'S
DIGITAL GOALS

“SPS Health solutions
address pressure points
without upfront
investment by Trusts”



TOMORROW'S HEALTHCARE TODAY

PRACTICAL SOLUTIONS FOR QUICK WINS AND LONG TERM GAINS

Every day the NHS sends out millions of communications and accesses 100,000's of patient records. These tasks are essential to the core activity of a hospital in caring for patients and they directly impact the patient experience. However, it's a workload that strains already stretched resources and budgets.

The scale of managing communications and patient information creates a massive challenge for the NHS. They absorb funding that could be spent on front line services, so delivering the right service at the right price is critical. That's where we come in.

Swiss Post Solutions helps NHS Trusts manage document and communication processes efficiently and effectively. By applying technology and process expertise we can address pressure points, manage interdependencies and cut costs without cutting quality.

SPS' intelligent ecosystem harnesses our expertise in automation and process integration, and applies it to specific NHS challenges. We take out unnecessary cost and help accelerate digital transformation without expensive upfront investment, delivering immediate, quantifiable and sustainable savings and benefits.

Challenges and Opportunities

A growing population, over stretched staff and budgets, legacy processes and new legislation are combining to create a perfect storm for NHS Trusts. SPS Health solutions are designed to help Trusts navigate some of the biggest challenges and take advantage of the opportunities. By plugging skills gaps, transforming and integrating processes and applying technology we help Trusts deliver more with less and keep patient services running smoothly during a period of great change.

Balancing Budgets — Growth in demand means that the NHS continues to face rising costs. Savings through innovation and new style contracts will help Trusts deliver the £22 billion efficiency improvements required under the NHS five year forward view, without cutting quality.

Digitising Patient Records — The scale and complexity of the task is massive and digitising without specialist skills and shared service capacity would take an average NHS Trust years. Done right it will support inter agency collaboration and build a strong foundation for better clinical decision making — but the clock is ticking.

Improving productivity — Clinicians and NHS workers are currently spending more hours undertaking administrative duties, reducing their ability to focus on patients. Better access to information and process automation will reduce the admin burden and free up more time to deliver better patient care.

Sustainability and Transformation Partnerships — STP's and Accountable Care Systems are key to the operational efficiencies and cost savings needed to deliver sustainable health services. They bring opportunities for greater savings through shared services, leveraging the private sector balance sheet to invest in digital technology and business process service centres. These will enable Trusts to digitise and securely share information, saving Trusts time and money.

GDPR — With high volumes of extremely sensitive personal information stored on paper, in distributed locations initial compliance and dealing with Subject Access Requests will be a major challenge. The ability to meet the challenge and eliminate the risk of non-compliance and fines will depend on digitisation so there's an opportunity to kill two birds with one stone.

THE SPS APPROACH

TRIED AND TESTED SOLUTIONS FOR THE NHS

Health Records Management

- Operational cost savings of 20–30%
- Improved clinical decision making
- Faster access to information

Efficient management of patient records is essential to hospital processes and clinical decision making, but it also presents one of the biggest challenges. The move from physical to digital records in order to comply with the digital 2020 directive has left Trusts with the difficult task of converting health records that include highly sensitive data in a wide range of formats, but also the cost and complexity of managing a hybrid environment until the transition is completed.

Digital Health Records

This service provides both conversion and hosting of health records. It includes preparation, scanning, capture and highly automated extraction from structured documents, e-mails and other files types. Specialist software provides a control layer that sits across multiple complex databases. This allows clinicians to have rapid access to all patient data in a single digital view, via highly flexible user interfaces designed specifically for the Trust's workflow.

The service is delivered within our highly secure and third party certified Document Processing Centre which is resourced to support high volume and complex scanning of highly sensitive information.

Paper Health Records

This provides full library services for hard copy records. It includes management, storage and retrieval, and the tracked movement of records throughout the hospital and between buildings. We also take over the management and development of the records team. This secure and auditable service includes detailed Management Information and can include the preparation of documents for scanning.

Patient Communications

- Typical 40% savings on print and mail
- Improved patient experience
- Reduced DNAs

Appointment letters account for the highest volumes of outbound communications. The cost of 'Did Not Attends' represents a massive drain on budgets and clinicians' time, costing the NHS around £1 Billion in 2016/17.

SPS Patient Communications solutions addresses both the practical costs of these communications and the challenge of reducing "Did Not Attends".

Hybrid Mail

Hybrid mail is a secure and scalable solution which addresses the direct cost and impact on productivity of generating correspondence, with a practical and easy to implement solution. Moving print and fulfilment to SPS' central production facility reduces the workload for hospital staff, frees space and reduces print costs, whilst mail consolidation reduces postage costs. SPS will then assist the trust in transitioning to multi-channel digital communications; email, portal and SMS. Improving patient experience with instant interactive communications and reducing DNA rates.

Hybrid Mail supports workers in any location and provides central control and visibility of what is being sent, when and by whom, providing a robust audit trail and a digital record of the content and the timing of every item sent. Hybrid Mail typically delivers direct and indirect savings of up to 40% for paper and up to 80% for digital communications.

Interactive Patient Letters

Interactive Patient letters include a code that can be scanned with a smartphone to enrich the content of appointment letters and provide useful information that helps the patient plan their appointment. This can include information on parking or public transport, where to go when they get to the hospital and the option to record the appointment on their phone's calendar. It also provides a simple and immediate way to cancel or postpone the appointment. SPS brings expertise in both technology and the private sector to the task of increasing engagement and reducing costly 'Did Not Attends'.

Workflow Solutions

- 20–30% savings on administration
- Improved patient experience
- Effective use of clinician's time

The number of outpatient appointments in the UK has doubled since 2006/7 and stands at a massive 118 Million a year. It goes without saying that supporting this number of appointments puts a massive strain not only clinicians, but also on hospital administration, as it relies on different disciplines working together. Inefficiencies in processes on this scale have a major impact on medical staff and patients.

Appointment Workflow

Our appointment workflow solutions automate and integrate patient communications and records management, ensuring that clinicians have access to the patients' full records and all communications at the time of the appointment. Automation of the process reduces the administrative burden and improves accuracy but it also ensures that clinician's time is used effectively and that means a better patient experience.

Mailroom Management

- 20–30% savings on mailroom costs
- Release of real estate
- Improved tracking and management information

Mailroom Management (including Couriers) are a significant cost to the NHS and as they underpin essential processes like Patient Communications and Workflows they have to be efficient and resilient as well as in budget. SPS' expertise in the Mailroom and beyond enables us to deliver the right quality of service at the right price and ensure a solid foundation for other activities.

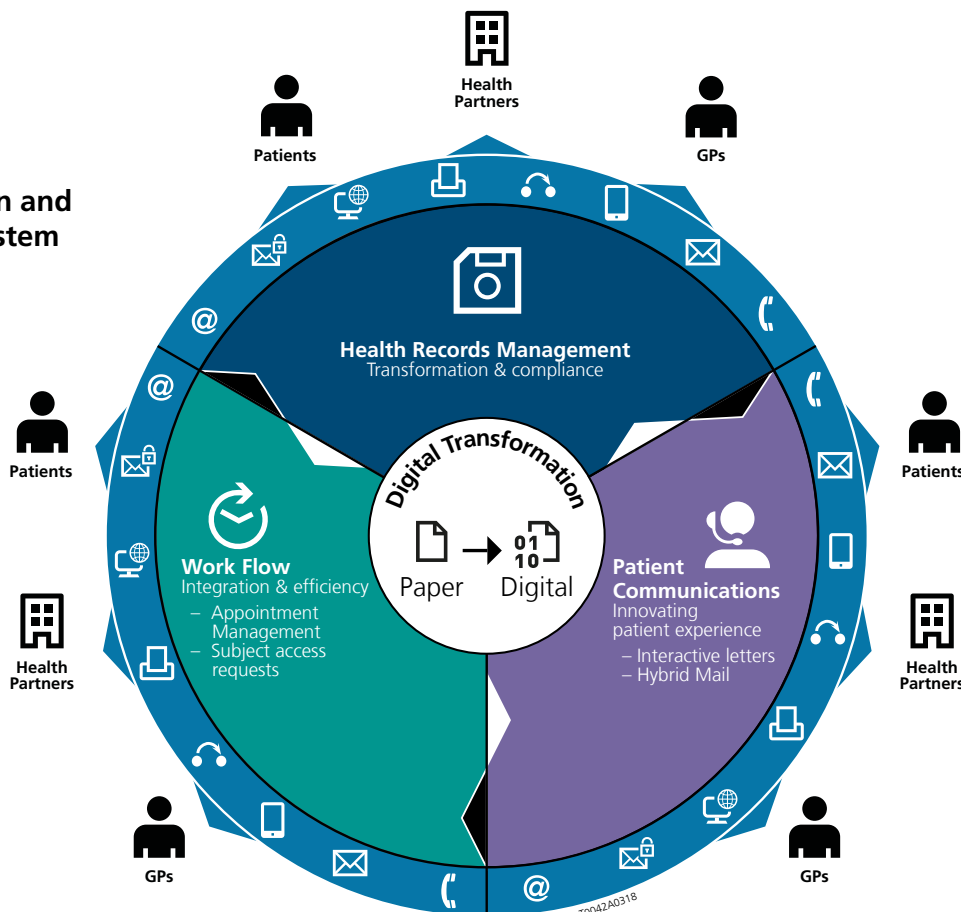
Mailroom Management

SPS' fully managed service includes audits, service design and day to day management of all incoming and outgoing mail activity, including clinical mail. SPS is typically able to deliver savings of 20–30% on Mailroom Management.

Postal Tariff Management

SPS helps Trusts reduce spend and access the best available rates for all types of mail they send, including pre-sortation of mail so it qualifies for Downstream Access postal discounts. As well as identifying the best rates, we support Trusts with education and awareness campaigns to encourage using the most cost effective options.

Patient centric communication and records eco system



BENEFITS

HELPING NHS TRUSTS MEET TODAY'S CHALLENGES AND TOMORROW'S DIGITAL GOALS

SPS Health helps Trusts keep patient care at the heart of what they do. We provide practical and flexible solutions to operational pressure points, ensuring document processes support the Trust in their primary goal. Our solutions address both costs and efficiency, helping Trusts meet both day-to-day challenges and strategic, transformational goals.

reduced costs

Reduced costs through automation and rationalisation with low initial outlay coupled with a prompt return on investment

sustainability

A focus on sustainability including 40–50% typical carbon footprint reduction with Hybrid Mail

faster

Faster clinical decision making through faster access to information

consistency

Services are delivered to an agreed SLA

patient centric

Patient centric records management across physical and digital

resilience

All solutions are supported by operational continuity plans

patient focus

Improved back office services enable clinical staff to focus on patient care

insight

Detailed Management Information and insight into trends to aid planning

paperless 2020

Ensuring Trusts can meet paperless 2020 objective without distracting management attention away from operational performance targets

reduced risk

Reduced risk with auditability built in to services and consistent application of NHS rules

secure

Outstanding credentials for handling highly sensitive data so patients can be confident that their information is being treated with respect

office costs

Reduced back office costs — more to invest in front line services

Compliance & Sustainability

The accreditations SPS holds demonstrate our commitment to enhancing performance while remaining cost effective, increasing employee and customer satisfaction and facilitating continuous improvement.

We work closely with our clients to ensure a full understanding of their HSE policies and goals and actively seek to assist them in achieving those.

– **ISO 27001 Information Security**

– Demonstrating the integrity of our data systems and our commitment to information security

– **ISO 9001 Quality Management**

– Demonstrating commitment to product and service quality and ongoing improvement

– The collection and secure destruction of Confidential Material in accordance with the code of practice BS EN 15713:2009

– **ISO 14001 Environmental Management**

– Demonstrating compliance with environmental legislation and continual improvement in environmental performance

CASE STUDIES

SWISS POST SOLUTIONS IN ACTION

Digitisation of Patient Records East Midlands Trust

Our client is a large NHS Trust providing healthcare to 2.5 million people in the city and 3–4 million people in the surrounding area. It employs over 14,000 staff and has 1,700 beds spread across 90 wards. We manage two secure collections a day, seven days a week, 365 days a year, processing a maximum of 7m images every month.



up to
7M

images scanned every month

Patient records are scanned at our secure off-site document processing centre in line with service level agreements which reflect the file type (Standard, Priority, and Emergency). Originals are stored securely prior to destruction.

Specialist software allows clinicians to view and search the hosted digital patient records at the point of care. Finding patient information efficiently and effectively ensures minimal distraction for clinicians from their daily routine. The single view of the record prevents having to look through paper case notes and electronic systems to gather all relevant information about the care received.

Mailroom Solutions London NHS Trust

When a London NHS Foundation Trust initiated a cost improvement programme targeting a 10% reduction in corporate and overhead costs, they approached SPS to deliver £100k of savings within mail services. SPS launched a project to re-engineer the outbound mail process and realised almost £200k of savings within the first nine months.



£1.25M

on postage

Following additional enhancements, the initiative has now delivered savings of 1.25M in 4 years. In just three years creating an annualised saving equivalent to Band 3 nurses.

Focus on communication costs has driven discussions around other ways to save money, and has led to the trialling of other SPS Health services within the Trust.

Patient Communications London NHS Trust

A busy clinical department of this large hospital sends out around 10,000 letters a year. They were looking for a supplier that could handle hybrid digital and hard copy delivery, including complex fulfilment requirements that include matching a range of inserts to each letter.



up to
40%

savings versus traditional mail

The client benefits from a single point of ownership, irrespective of channel and managed migration between channels as more people opt for digital delivery.

In addition to cost savings from digital delivery, the client benefits from significant savings on postage through downstream access. This time-consuming task was previously carried out in house so the SPS solution frees up time which can be used more effectively. This solution will be rolled out to other departments to increase the scale of benefits even further.

About Swiss Post Solutions

Swiss Post Solutions provides an end-to-end solution for the digital transformation of NHS Trusts from the ongoing management of physical records and documents through to digitisation and access of data in a single digital view.

For more information about Swiss Post Solutions visit www.swisspostsolutions.com

Swiss Post Solutions services can be procured via the following Frameworks:

- CCS Postal Goods and Services (RM1063)
- CCS G-Cloud 9
- CCS Courier services RM 3798
- NHS Shared Business Services – Communication Appointment Reminder Alert Services 2

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