



Doncaster and Bassetlaw streamlines clinical documentation with Nervecentre

Doncaster and Bassetlaw Teaching Hospitals NHS Foundation Trust (DBTH) sought to improve the efficiency and consistency of clinical documentation across its various directorates. Having used Nervecentre to improve patient safety and flow for several years, the trust has extended the scope of its digital capabilities to make its inpatient wards paperless.

After running a pilot of Nervecentre's case notes and care plans, nurses at DBTH spent less time on admin tasks, freeing up time to spend with their patients instead. As a result of the successful pilot, the trust extended the implementation to all inpatient wards - streamlining clinical workflows and improving access to information, positively impacting staff and patient care.



The challenge

Prior to implementing Nervecentre's case notes and care plans, DBTH faced challenges with disparate paper-based documentation systems. CCIO, Dr Mike Whiteside, explained that "Different directorates used varying forms and terminology for collecting the same data, leading to duplication of effort, inconsistencies and potential inefficiencies.

Over the years, more pieces of paper get created and there's no oversight of them. The next thing you know, you've got multiple ways of doing the same thing."

After running a pilot of Nervecentre's case notes and care plans, nurses at DBTH spent less time on admin tasks, freeing up time to spend with their patients instead. As a result of the successful pilot, the trust extended the implementation to all inpatient wards - streamlining clinical workflows and improving access to information, positively impacting staff and patient care.





The solution

Nervecentre enabled the trust to standardise documentation across all directorates, ensuring data collection and terminology consistency. This eliminated the confusion caused by varying paper-based forms and facilitated better communication among clinicians.

“We’ve consolidated various forms and documentation processes, making it easier for staff to access and update patient information,” said Damien Kelliher, Lead Digital Practitioner at DBTH. “Through digitisation, we’re enabling better collaboration among clinicians by integrating information from different departments into a single, accessible format.”

Key Features and Benefits

Improved access to information

Nervecentre allows clinicians to access all relevant patient information within a single form, eliminating the need to navigate between different systems. This streamlined access to information, including AHP notes, specialist nurse input, and scanned documents, and empowers clinicians to make more informed decisions at the point of care. The “form within a form” feature proved particularly valuable, allowing access to related information without cluttering the primary workflow.

More efficient

Nervecentre significantly reduced the time spent on documentation, with estimates of up to half an hour saved per four-hour session and 11 hours per week on stroke ward rounds alone. This freed up clinicians’ time to focus on patient care.

Enhanced collaboration

The platform facilitated better collaboration among multidisciplinary teams (MDTs). Physiotherapists, for example, reported being able to review patient information remotely, improving their workflow and allowing for more effective bedside care.

A better patient experience

Standardised documentation and improved information sharing contributed to a better patient experience by reducing repeated and redundant questioning and ensuring consistent care across different specialties.

Simpler coding

Nervecentre’s structured data entry simplified the clinical coding process, allowing coders to work more efficiently and even remotely. The standardised format reduced ambiguity and improved coding accuracy, potentially impacting reimbursement.

Increased job satisfaction

By reducing frustration associated with inefficient documentation processes, such as hunting for paper notes, Nervecentre contributed to a more positive working environment for clinicians.

Implementation and Training

The trust deployed Nervecentre's case notes and care plans across 19 inpatient wards on the same day. While initially ambitious, this strategy proved highly effective in minimising the period of dual paper and digital systems.

The transition to digital documentation marked a significant cultural shift, moving away from traditional paper methods. Staff engagement and acceptance were crucial to the success of this change. Along with the trust's Medical Director, Dr Whiteside championed the project. Engaging with all directorates achieved agreement on standardised data collection processes. This top-down approach facilitated buy-in and ensured alignment across specialties.

Dr Whiteside said that the training was amazing; "We know Nervecentre is really easy to use, and people are already familiar with using it on desktops and handheld devices. While some initial training was offered, much of the training was provided as needed, with peer-to-peer support playing a key role."

Damien Kelliher added; "Nervecentre is designed to be intuitive, reducing the need for extensive training. Staff could easily navigate and use the system, facilitating a smoother transition."

The high level of enthusiasm among clinical staff helped with rapid adoption.

Results and Outcomes



Significant time savings in clinical documentation.



Improved efficiency and collaboration among MDTs.



Enhanced access to patient information at the point of care.



Streamlined clinical coding processes.



Positive feedback from clinicians and staff.



Potential for cost savings through improved resource allocation.

Conclusion

The successful implementation of Nervecentre care plans and case notes to digitise inpatient wards at DBTH demonstrates the importance of strong clinical leadership, thorough preparation, and a user-friendly digital platform in driving successful digital transformation within healthcare. The trust's experience highlights the potential of Nervecentre to improve efficiency, enhance collaboration, and ultimately deliver better patient care. The combination of robust preparation and an intuitive system proved highly effective in achieving rapid and widespread adoption.