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# CASE STUDY PROVIDE TRIALS SYSTMONE MOBILE WORKING FOR COMMUNITY SERVICES

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Provide, a social enterprise delivering community services in Essex, Cambridgeshire and London, are piloting SystmOne Mobile Working across a number of departments.

Chris Wright, Acting Head of IT and Data for Provide, said staff were excited by the opportunity to try out this solution and so far the response has been overwhelmingly positive.

*"The main benefit of this new product is it truly does work on and offline. Where users have reception it communicates with base, but when the connection drops you don't notice any difference. You can carry on working exactly the same. Staff have confidence that they're not going to lose their work when the reception goes."*

*"This leads to improvements in patient care as clinicians can write up notes, fill in templates or follow care plans in the patient's home rather than going back to base. Time spent writing notes is now replaced with caring for patients. In addition, it improves the accuracy and quality of the information entered."* Clinical staff have been able to improve the way they work, such as a district nurse who has reported being able to see more patients in a day as he doesn't have to periodically return to base to upload patient data to SystmOne.

SystmOne Mobile Working allows clinicians to enter information to the patient record in real time. Chris commented, *"Provide has also found uses for SystmOne Mobile Working where we wouldn't necessarily expect. For instance, in addition to in patients' homes, if a clinician visits a patient on a ward or in a care home, this product allows them to enter information at the bedside. An online/offline solution allows continuity of care across various healthcare settings."*

Three different departments are currently piloting the new functionality, with more to follow. Each has found different uses for the functionality in their area of care. It's hoped the new development will change working practices. Chris explained, *"It's about giving people confidence that this is going to work and getting people to trust in mobile working. From there, it's about exploring how*

*these new technologies will improve the way we work. Mobile Working allows us to use SystmOne in places we could never use SystmOne before. For example, if we were carrying out immunisations in a school, previously it wasn't possible to enter vaccination details there and then. Also there's a safety element, as we can check for allergies with a full view of the patient's record rather than relying on the parents to correctly fill in forms."*

Users trialling the new functionality have commented on how intuitive they find it. It is similar in design to SystmOne, though a lighter, more streamlined version. Chris said, *"I've found Mobile Working is even easier to navigate than SystmOne. It's clearly been designed for use on a variety of different devices including for touchscreens. We found it's easy to use. You haven't got as many menus to navigate through, so it's very clear where to go. For example when creating templates, a navigate button on the template gives an overview of the whole process. You need very minimal training to adapt to this functionality. I'd say experienced SystmOne users can pick it up and get to work straight away."*

SystmOne Mobile Working has been designed for mobile devices. Chris said, *"The next step is for us to make sure our staff are now issued with the latest technology. Now we've got the right software, we want to make sure we have the right hardware to go alongside it."*

Users at Provide trialling the new solution were asked if they believe SystmOne Mobile Working will overcome connectivity issues. All agreed that it would. Chris said he felt SystmOne Mobile Working is *"vital for all organisations."*