

Case Study for Leicester Hospital



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A case study from **Leicester Hospital** about implementing a digital solution into their prescription processes.



Background

The University Hospitals of Leicester (UHL) Kidney Pharmacy team co-ordinates prescriptions of high-cost, critical specialist medicines, including the essential antirejection medications for patients following a kidney transplant. UHL started using E-Sign to reduce turnaround times and improve efficiency of prescriptions being signed off by the relevant professionals and dispensed.

Trust and pharmacy approval were obtained for E-Sign and finances secured for a 1-year pilot to start in May 2022. Relevant stakeholders were involved throughout to review processes and update standard operating procedures and **work collaboratively** with UHL's outpatient pharmacy, TrustMed. E-Sign was introduced for Kidney Pharmacy home delivery services in April 2022 for electronic signing and transfer of prescriptions.

Prescriptions transported between hospital sites.

The Challenges

In May 2022, kidney services were relocated, with the team needing to work cross-site between hospitals in Leicester. At the time paper prescriptions were being used and the relocation of the Kidney Pharmacy team would have required these prescriptions to be transported between hospital sites to be dispensed. Transporting prescriptions would have incurred additional costs and lengthened turnaround times, with potential failure to achieve timely delivery of critical medicines. UHL needed a safe and reliable way of electronically **prescribing** outpatient prescriptions and remotely processing them to maintain service sustainability, efficiency, and minimise the risk of disruption in medication supplies.



Secure eSignatures for existing prescription templates.

The Solution: *The UHL pharmacy homecare team proposed to use E-Sign as part of the NCHA RxESH system, so by also using E-Sign for their in-house Kidney Pharmacy home delivery services, they could ensure familiarity and standardisation of electronic signatures used in UHL. Leicester hospital were satisfied that E-Sign was a provider on the PSN (Public Service Network), already in use in other NHS Trusts, with the ability to add advanced electronic signatures to existing prescription templates and provide an audit trail of signatures and electronic transfers of documents.*

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Improved service efficiency and streamlined processes.

The Results: *Since the successful implementation of E-Sign, over 5000 prescriptions have been processed with the following results:*

- Electronic signatures and instant prescription transfer have streamlined processes and improved service efficiency.
- Turnaround times for prescriptions have improved, with 81.6% of prescriptions prepared over 14 days before delivery (compared to 68% with paper prescriptions).
- The ability to process prescriptions from any location supported cross-site working, reducing travel and stress for staff.
- Time dedicated to paper prescription filing (3 days per year) has been eliminated, freeing up capacity to support a responsive service maintained cross-site.
- Cost savings have been achieved through minimising stationary costs, avoiding cross-site transportation of prescriptions and reducing urgent delivery charges.
- There have been improvements in environmental sustainability. Minimised paper use and carbon footprint reduced by 165.83kg to date.
- Improved audit trail of prescriptions and prescribing data reporting. The risk of prescription loss during transfer and delayed deliveries have been avoided.

Implementation and E-Sign support

The E-Sign implementation has achieved demonstrable improvements in service efficiency, supported cross-site working and reduced costs for the UHL Kidney Pharmacy home delivery services. The pilot was extended and 2 years later they are still using E-Sign to process electronic prescriptions. Ongoing data is being collected and evaluated to assess impact and support further service improvement and development.

The E-Sign team supported implementation by providing required information for sign-off by the Trust. We have maintained clear and regular communication with UHL, including informing them of upcoming updates and their team providing feedback to us on ways to improve efficiency since the platform was implemented, which we have actioned.

Customer Testimonial

Leicester Hospitals said

“

We have seen significant improvements in our pharmacy service efficiency since implementing E-Sign. The platform is user-friendly and has allowed our team to securely and reliably provide prescriptions for crucial patient medication, minimising the risk of supply disruption and saving valuable time. Collaborating with E-Sign has been an easy process, Desi and Luke have always been professional and approachable to offer support when needed.

”

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