

Initial designs for HTDS work management

30 January 2020



Concept 1



Create user

Name	Paul Smith
Locations	Leeds, Bradford, Sheffield
Skills	Non-neuro assessments
Tasks they can do	Auditing, Assessments,

Create this user

Someone sets up an account for Paul on the system. Paul works as a healthcare professional. Rather than Paul being created as a ‘type’ of user, he is given certain attributes, such as the kind of tasks he’s allowed to do and his skill level.



Sign in

Paul now has an account and he signs in.

Today Reviewed: 0 Saved: 0

Dashboard

Welcome, Paul Smith

- ▶ [Review applications](#)
You haven't reviewed any cases yet today
- ▶ [Conduct assessments](#)
You haven't conducted any any assessments yet today
- ▶ [Audit cases](#)
You haven't audited any cases yet today

He's presented with a list of the tasks he's able to do. He selects 'review applications'.

Today Reviewed: 0 Saved: 0

Fred Flintstone

Make recommendation

Save for later

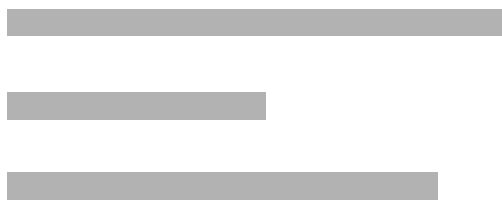
Not suitable for me

This brings up the case with the highest priority. The questionnaire and evidence has been scanned already, so all the evidence is on the system. This allows Paul to work on a case for any claimant, no matter where they might live.

Today Reviewed: 0 Saved: 0

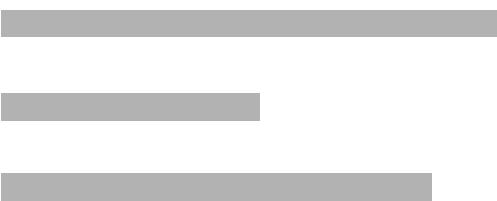
Fred Flintstone

Request evidence



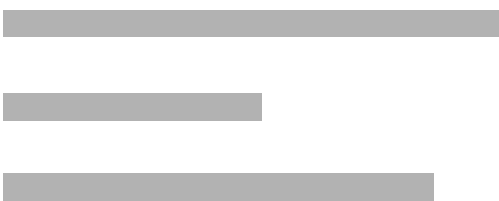
Choose evidence

Face to face
assessment



Call for assessment

Paper-based
assessment



Start assessment

He reviews the questionnaire and any evidence that's already been scanned.
He decides that more evidence is needed from Fred Flintstone's GP.

Today Reviewed: 0 Saved: 0

Fred Flintstone

[◀ Back](#)

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Save and continue

He answers the questions that are presented and selects ‘Save and continue’.

Today Reviewed: 1 Saved: 0

Evidence has been requested for Fred Fintstone

[Redacted text]

Review another case

[Go back to my dashboard](#)

He sees a confirmation screen which gives his the option to review another case or go back to his dashboard. He chooses to review another case.

Today Reviewed: 1 Saved: 0

Barney Rubble



Make recommendation

Save for later

Not suitable for me

Barney Rubble’s case is presented to him. He looks through it, but realises he needs to get the opinion of his manager, Sarah. He selects ‘Save for later’ so he can make his recommendation after speaking to Pete.

Today Reviewed: 1 Saved: 1

This case has been saved for later

Cases you’ve saved today

▶ [Barney Rubble](#)

Review another case

[Go back to my dashboard](#)

The case is saved so he can return to it later in the day. He chooses to review another case.

Today Reviewed: 1 Saved: 1

Louis Lane

[Redacted text block]

Make recommendation

Save for later

Not suitable for me

He looks through the case and decides that more evidence is needed. He can't request it though, as the GP details aren't on the system. He clicks the 'not suitable' button.

[◀ Back](#)

Today Reviewed: 1 Saved: 1

Why isn't this case suitable?

Save and continue

He records the reason he can't review the case on the system.

Today Reviewed: 1 Saved: 1

Thanks for your feedback

Cases you’ve saved today

▶ [Barney Rubble](#)

Review another case

[Go back to my dashboard](#)

He chooses to review another case.

Today Reviewed: 1 Saved: 1

Clark Kent

[Redacted text block]

Make recommendation

Save for later

Not suitable for me

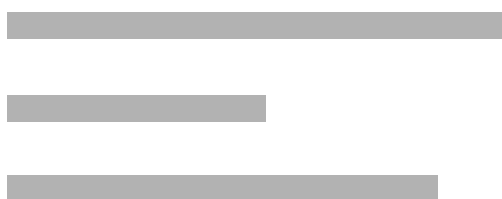
Paul reviews Clark Kent’s case. The case is fairly straightforward. Clark has a serious condition and all the evidence is available, so Paul’s able to conduct a ‘paper-based assessment’ without seeing him.

Today Reviewed: 1 Saved: 1

Clark Kent

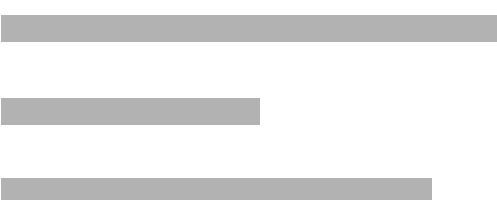
[◀ Back](#)

Request evidence



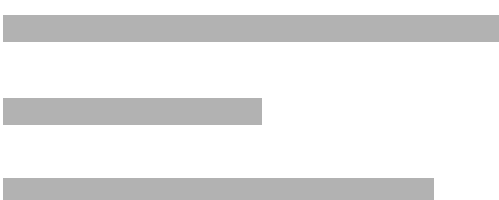
Choose evidence

Face to face
assessment



Call for assessment

Paper-based
assessment



Start assessment

He clicks the ‘start assessment’ button.

Today Reviewed: 1 Saved: 1

Clark Kent

◀ Back

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Save and continue

He conducts the assessment and saves his report.

Today Reviewed: 2 Saved: 1

Report has been completed for Clark Kent

Cases you’ve saved today

▶ [Barney Rubble](#)

Review another case

[Go back to my dashboard](#)

He’s been asked to conduct some audits now, so he goes back to his dashboard.

Today Reviewed: 2 Saved: 1

Dashboard

Welcome, Paul Smith

- ▶ [Review applications](#) 1 saved case
You've reviewed 2 cases so far today
- ▶ [Conduct assessments](#)
You haven't conducted any any assessments yet today
- ▶ [Audit cases](#)
You haven't audited any cases yet today

He choose 'audit cases'.

Concept 2



Create user

Name	Paul Smith
Locations	Leeds, Bradford, Sheffield
Skills	Non-neuro assessments
Tasks they can do	Auditing, Assessments,

Create this user

Someone sets up an account for Paul on the system. Paul works as a healthcare professional. Rather than Paul being created as a ‘type’ of user, he is given certain attributes, such as the kind of tasks he’s allowed to do and his skill level.



Sign in

Paul now has an account and he signs in.

Dashboard

Welcome, Paul Smith

[Review applications](#)

[Conduct assessments](#)

[Audit cases](#)

He's presented with a list of the tasks he's able to do. He selects 'review applications'.

How would you like this work?

- ☒ Half day session bundle
- ☐ Full day session bundle
- ☐ One case at a time

Continue

Paul can choose how he'd like his work presented to him. He chooses a 'half day session bundle'.

Today

Reviewed: 0

Target: 40

Your cases

Anything you can't finish today will be removed from your list and re-allocated.

All (40)	Good cause referral (5)	First referral (20)	Re-referral (15)
Fred Flintstone	Off critical path		Mental health
Pink Panther	Electronic referral		Mental health
Micky Mouse	Good cause referral		Terminally ill
Bugs Bunny	First referral		Cancer of the bladder
Donald Duck	Second review		Haemolytic disorders
Homer Simpson	Re-referral		Broken ankle

Paul then gets taken to his list of 40 cases. They're ordered by priority and filterable by type. The listing contains the information he might need in order to decide to work on it. He won't be presented with any more cases until he's cleared these.

Cases are owned by the HCP for that session. They won't appear in anyone elses list while Paul has them. All lists are cleared at the end of the day. There's a mix of different types of cases.

Today Reviewed: 0 Target: 40

Fred Flintstone



Make recommendation

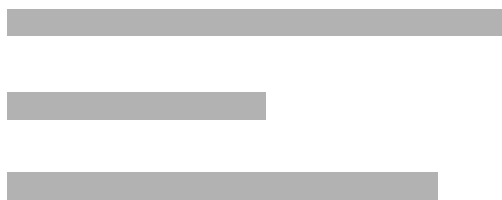
Not suitable for me

He opens Fred Flintstone’s case. The questionnaire and evidence has been scanned already, so all the evidence is on the system. This allows Paul to work on a case for any claimant, no matter where they might live.

Today Reviewed: 0 Target: 40

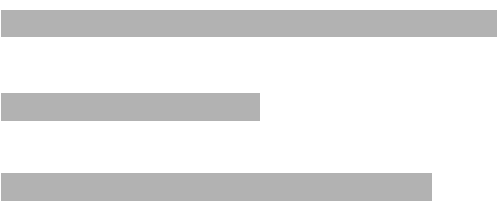
Fred Flintstone

Request evidence



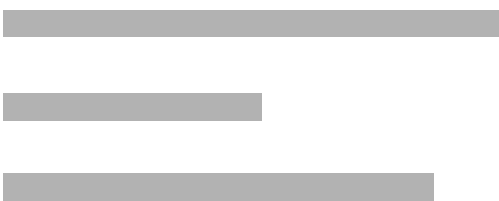
Choose evidence

Face to face
assessment



Call for assessment

Paper-based
assessment



Start assessment

He reviews the questionnaire and any evidence that’s already been scanned.
He decides that more evidence is needed from Fred Flintstone’s GP.

Today Reviewed: 0 Target: 40

Fred Flintstone

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Save and continue

He answers the questions that are presented and selects ‘Save and continue’.

Today Reviewed:1 Target: 40



Your cases

All (39)	Good cause referral (4)	First referral (19)	Re-referral (15)
Pink Panther	Electronic referral	Mental health	
Micky Mouse	Good cause referral	Terminally ill	
Bugs Bunny	First referral	Cancer of the bladder	
Donald Duck	Second review	Haemolytic disorders	
Homer Simpson	Re-referral	Broken ankle	
Barney rubble	First referral	Mental health	

Paul is taken back to his list of cases. The case he just worked on has gone. The count for today is increased by 1. He chooses Micky Mouse from the list.

Today Reviewed:1 Target: 40



Micky Mouse

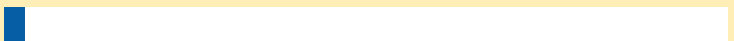


Make recommendation

Not suitable for me

He looks through the case and decides that more evidence is needed. He can't request it though, as the GP details aren't on the system. He clicks the 'not suitable fo me' button.

Today Reviewed:1 Target: 40



Why isn't this case suitable for you?

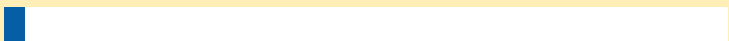
There are no GP details for this claimant.

- ☐ Refer to my manager
- ☒ Refer back to DWP

Save and continue

He records the reason he can't review the case on the system. He has the choice whether to refer the case back to his manager or back to DWP. He chooses to refer it back to DWP and clicks 'save and continue'.

Today Reviewed:1 Target: 40



This has been referred back to DWP

Your cases

All (38)	Good cause referral (4)	First referral (18)	Re-referral (15)
	Pink Panther	Electronic referral	Mental health
	Bugs Bunny	First referral	Cancer of the bladder
Donald Duck	Second review	Haemolytic disorders	
Homer Simpson	Re-referral	Broken ankle	

He’s taken back to his list.

Today Reviewed:40 Record:65

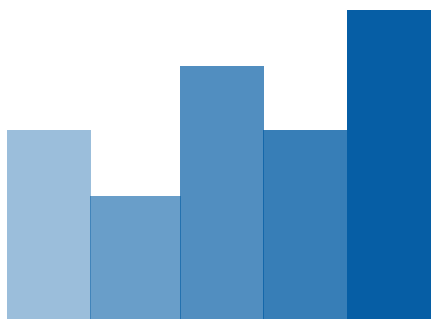


Well done on meeting your target.
Here are some more cases.

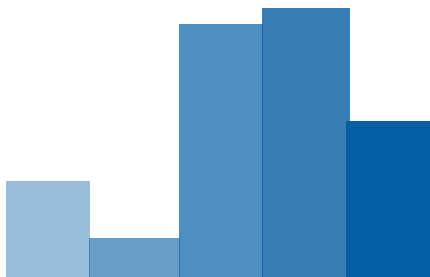
Big s Bunny	Off critical path	Mental health
Tom Cat	Electronic referral	Mental health
Shaggy Rogers	Good cause referral	Terminally ill
Jessica Rabbit	First referral	Cancer of the bladder
Porky Pig	Second review	Haemolytic disorders

He’s congratulated when he completes his target. He is now motivated to continue in order to beat his record.

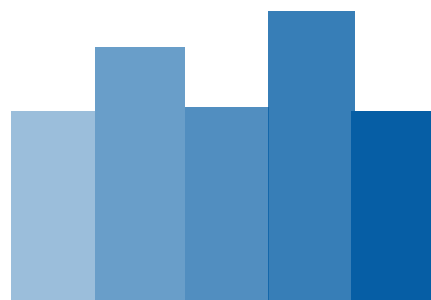
My activity this month



Reviews



Audits



Assessments

Paul is able to see how many cases he’s cleared over time. These might be broken down by type.