Digital Automation at an NHS Trust

University Hospitals Plymouth NHS Trust

Overview

This project delivers a Digital Automation process that will target an increase of the response rate to Accident & Emergency patients by 20%, meeting NHS national targets.
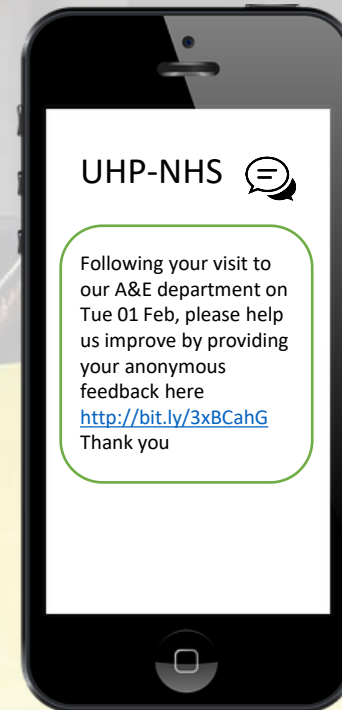
The project has been developed in a functional enterprise environment to operate Robotic Process Automation (RPA). It establishes testing methods to satisfy local and external practices (NHSe – National Health Service England), legal and client requirements. Its deployment methodology allows smooth releases of automations. Key to the project is the continuous evaluation through benefit reporting, which considers both the organisation (NHSe) and the patients of the University Hospital Plymouth Trust (UHPT). The key reasons behind the project are to increase the Trust efficiency, save the Trust money, enable clinical staff to increase patient care, and allow new activities to be established.

UIPath Robotic Enterprise Framework
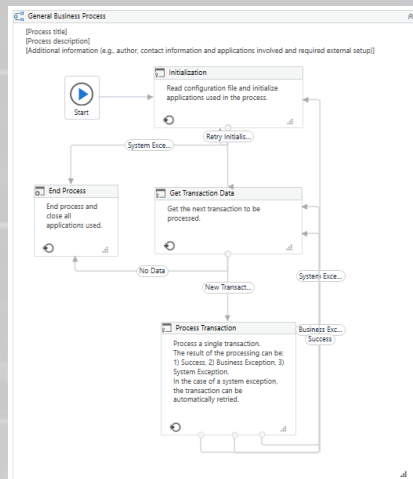
Core Features

The project makes use of the Software Development Life Cycle to apply existing programming knowledge to the UIPath Tool through examples of workflows, coding, and state machines methods.
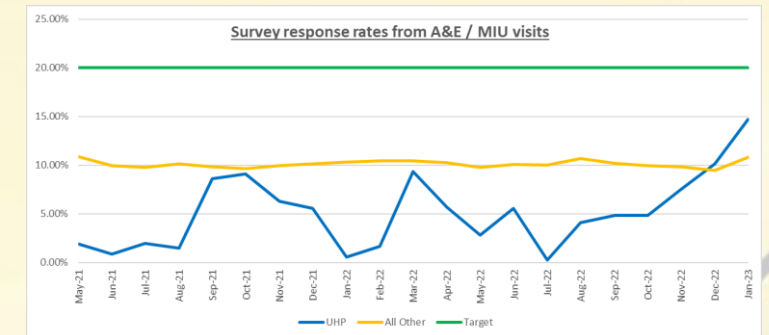
The work was developed in an IT project-based environment using Dev-Ops/Agile practices and philosophies to integrate the processes between development and IT. In addition, there is the use of Lean principles through business analysis methods to streamline the development life cycle.

UHP-NHS

Following your visit to our A&E department on Tue 01 Feb, please help us improve by providing your anonymous feedback here
http://bit.ly/3xBCahG
Thank you

Future Development

Results have already shown an improvement in consistency and performance. After its first complete month of operation, the results have already exceeded the English NHS average, but have yet to achieve the benchmark of 20%.

Further development will look wider across the services offered by the hospital to engage patients across more specialties, which will require a standardised procedure in the software's design, whilst further considerations for HCI (Human Computer Interaction) could enhance the response rate.

Survey response rates from A&E / MIU visits

UHP — All Other — Target

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