

**Name: Pauline Foulstone**

**Job Title: Lead Nurse, Breast Services**

Pauline has worked tirelessly for the Breast Services for over 10 years. She is an inspirational leader, leading by example - hard working, caring, highly competent and modest.

Pauline has no idea how many hours she works - she works until the job is done to the highest standard.

She cares for every member of staff in the unit, not just those directly managed by her. Nothing is too much trouble for her. Under Pauline's leadership, the Breast Units are a family and she inspires all of us to care for each other as she cares for us. She recognises that happy well supported staff give better care and are more productive. Pauline also cares for every patient as if they were her family. No problem, however small, is dismissed. Every complaint and comment is given full attention - she considers how she would wish to be treated. Urgent patients are always fitted in, often the same day.

Pauline is a prescribing nurse practitioner. She is an expert in breast wound management. She sees new and follow up clinic patients alongside doctors and she sees pre-op patients to prescribe their medication and prepare them for theatre. She runs a nipple areolar tattooing service for patients who have had breast reconstruction. She is truly multi-talented.

Pauline is a great teacher to nursing staff, medical students and junior doctors. She never lets standards slip and never misses a trick. She has excellent communication skills and forms a strong rapport with patients and those she is teaching.

Pauline always has an eye on service quality, looking for ways to improve, ways to save money and ways to support other staff with quality improvement work. She has made huge savings on dressings and her efficient use of staff ensures smoothly running clinics making the best use of staff of different grades and with different skills.

Ever modest, Pauline would never put herself forward for recognition of her leadership skills. There was never an 'I' in team for her.

**Name: IT Development Team**

In February 2018, Doncaster & Bassetlaw Teaching Hospitals NHS Foundation Trust (DBTH) launched its new Clinical Portal to critical approval.

The application, which was developed in-house by the Trust's IT Development Team, brings together patient information from various sources into one secure and easy-to-access dashboard. In short, this

means clinicians are only required to search once for a patient, in order to get an overview of their complete details.

Aiming to improve efficiency and enhance patient care, the portal has been a resounding success, with medical staff getting in touch to express their approval and praise everything from the simplicity of navigation, to the wealth of information on display. This positive word-of-mouth quickly spread and within just a couple of months the portal has already attracted over 300 new users.

Not only has there been high-demand but usage has been consistently strong with around 46,000 pages loaded to-date. In this sense, the portal has fulfilled its ambition, completely overhauling the way in which clinicians perform their day-to-day responsibilities, allowing them to work more quickly and accurately than ever before. The benefits in terms of clinical safety and patient treatment times cannot be overstated.

Prior to the introduction of this innovative solution, a patient's medical history would be highly fragmented. This was obviously burdensome for clinicians, who reluctantly accepted this was the only way of doing things. As a result, significant steps were never taken to streamline the process of viewing patient information.

Recognising this issue, IT team took the initiative and developed a bespoke Clinical Portal. As a result, staff now have a convenient and unified view of patient information, one that offers them everything from allergies, to prescriptions, comorbidities, test results and more.

Enhanced by integrating social care and community data into the dashboard, the IT team also improved patient pathways on discharge. In this sense, the portal is a major pre-cursor for service transformation, as well as for interworking with NHS and social care organisations.

Going forward, IT intend for the portal to serve as the first component of an Electronic Patient Record (EPR). In this sense, the portal will not only improve clinical efficiency, but will also contribute towards the Trust's paperless vision.

There has been a steady stream of positive feedback from users, all of whom agree that the portal has fundamentally improved their working practices. Indeed, the system has proved to be extremely popular with clinicians, who have remarked that it has made their jobs easier and increased efficiency.

As for obstacles, the team had to meet a strict deadline to get the system up-and-running in the space of just 5 months (From September 2017- January 2018). Despite the obvious pressures associated with this, the team rose to the challenge and successfully implemented the portal in time.

Once the portal was ready for launch, it was heavily publicised by the Trust's IT and Communications Teams. This was mainly achieved through a series of attention-grabbing demonstrations. The response to these demos was enthusiastic, with many areas requesting immediate access to the product.

The team also showcased the portal to external organisations, like Nottinghamshire County Council,

who were similarly impressed with the application's exceptional value as a highly secure system with full audibility.

In terms of benefits for others, the portal has made it far easier for previously disparate specialities to work together in an integrated and seamless way, as there is now one platform that everyone has access to, enabling the workforce to better guarantee patient and clinical safety. The value of the portal stems primarily from how smooth it makes clinical operations, like clinics and ward rounds.

This is accomplished by bridging together a staggering amount of systems into one, clear view. The list is extensive, including the likes of: Synapse (medical imaging system); ICE (order comms); JAC (medicine management); K2 (maternity) and even CaMIS (patient administration). What's more, this list is growing all the time, thereby increasing the portal's value on an exponential basis.

Much of the application's value derives from how it enhances efficiency, which in turn improves patient treatment times and clinical safety. Meanwhile, because it uses open-source technology, the portal also represents exceptional value-for-money, insofar as its positive outcomes greatly outweigh the cost of its development.

As it to be expected, the stakeholders have been quick to applaud the convenience that the system provides, whilst the Trust's information and data quality teams have remarked that it allows them to check patient records in a more proficient manner and make expedient amendments.

Lastly, the portal also uses technology that individuals are already familiar with, like smart phones or tablets. It adds further value by enabling clinicians to provide remote care and work on the move. Since development began, the IT team have been working extensively with care groups to find out exactly what they need from the application. In order to drive this engagement, the team initially approached the most technically-inclined and enthusiastic of clinicians.

Under the guidance of these key stakeholders, they completed an extensive pilot phase. This was an ongoing process, geared towards getting the portal into an optimum state, so that it could display patient data in a suitably modern format.