

Strengthening sexual health data collection processes and enhancing patient care for Blackpool Teaching Hospitals NHS Foundation Trust



Lilie Key Benefits

- » Timely & high-quality sexual health Electronic Patient Record (EPR)
- » Consistent and accurate data collection for KPI reporting.
- » Insight into service trends.
- » Rapid access to clinical information.

Background: Blackpool Teaching Hospitals NHS Foundation Trust

Situated on the west coast of Lancashire, Blackpool Teaching Hospitals NHS Foundation Trust operates within a regional health economy catchment area spanning Lancashire and South Cumbria, supporting a population of 1.6 million.

The team provide sexual health services to patients of all ages, treating a variety of sexual health-related conditions and providing testing and treatment of sexually transmitted infections (STIs), including HIV, in line with national guidelines.

Since installing Lilie in 2000, the sexual health service has grown from servicing Morecambe Bay Primary Care Trust to Lancashire-

wide, including Blackpool. In 2017, the Trust welcomed 172,000 new patients and now supports approximately 300,000 (18.75% of the region) patients annually across the region.

Here, we tell the story of how the Trust has built on its 18-year relationship with Idox Health to scale its sexual health service without compromising patient confidentiality...

Challenge: Ensuring data integrity and consistency across the region

With approximately 300,000 attendances per year, Blackpool Teaching Hospitals NHS Foundation Trust has grown to be one of the largest sexual and reproductive health services in the UK.

Since a merger with the Community Health Services of the former NHS Blackpool and NHS North Lancashire in April 2012, the Trust's services now span multiple areas of Lancashire and South Cumbria with 76 clinic and outreach locations across the region. The Trust's scope mandated a need for consolidated systems that would allow data collection consistency and accuracy – essential for KPI reporting. This is especially important given the Trust's requirement to submit statutory reports to Public Health England (PHE) to monitor key policy initiatives.

As Lillie – Idox Health's flexible and reliable Electronic Patient Record (EPR) for genitourinary medicine (GUM) patients – had already been working successfully for individual clinics for the past 18 years, the Trust wanted the product to scale further to facilitate the merger of its numerous Lillie databases, ensuring data integrity, easier reporting and a more streamlined, cost efficient service.

Solution: A powerful and flexible digital service from Idox Health

The Idox Health team led the consolidation of a number of Lillie databases that were live across the region. As a flexible and reliable Electronic Patient Record (EPR), the system captures consultation data, diagnoses and treatments for genitourinary medicine (GUM) patients. Having patient data in an EPR system allows the Trust's multidisciplinary teams to streamline their service, granting timely access to patient records, while minimising the burden of data collection on frontline staff by reducing time and resource-intensive administrative tasks.

A key advantage of Lillie is that all audit and quality measures are incorporated automatically, reducing clinical risk and improving the quality of the sexual health service offered by the Trust.

Transitioning to a consolidated system has made reporting far more flexible than before, with the Trust more confident in the integrity of its data. This is particularly

important given the statutory reporting responsibilities sexual health service providers work towards. As the reporting function is customisable, the Trust can create its own bespoke reports that align with internal KPIs and track trends over time, such as the uptake of long-acting reversible contraceptives (LARC) and the number of HIV tests offered.

Outcome: A consolidated, comprehensive system that meets the data needs of commissioners

Having experienced the benefits of Lillie for the past 18 years, the Trust's consolidated system has become even more instrumental in helping clinicians ensure data integrity, undertake complex reporting and deliver a higher-quality service to patients across the region.

"With Lillie, we can put markers on patient records. This can be particularly useful where there may be potential safeguarding issues. For example, if that patient is known to the child sexual exploitation team, the flag would then immediately alert the health care professional when the electronic patient record was opened."

Anne Greenwood, Clinical Director of Sexual Health

With one central system, the Trust has been able to meet statutory requirements far easier than before and perform consistent data collection – fundamental to producing the rich dataset needed to power accurate reporting for greater insight into patient safety, trends and long-term strategic planning.

While Idox Health has enabled system sharing across a large geographic area, the team has done so in a way that avoids compromising patient confidentiality. Therefore, results originating from each clinic remain ring-fenced to uphold privacy and discretion.

"With the increase in reporting requirements for commissioning purposes, Lillie has been the right choice for our services. Not only can we gather the data required and submit our reports and KPIs electronically, it has also reduced time spent on compiling reports. We know who visited us, at which site and that helps us to deliver a safer service to our patients."

Annette Marchment, Admin and Systems Manager

With the use of additional modules, the Trust can:

- Produce Sexual Reproductive Health Activity Dataset (SRHAD) with the Lillie Contraceptive and Reproductive Health module.
- Satisfy all National Chlamydia Screening Programme data requirements using the Lillie Chlamydia Screening module.
- Notify patients of negative tests results in a timely manner with help from the Lillie SMS Text module.
- Accelerate consultations and reduce transcription errors with the help of the Lillie Order Communications module.
- Reduce the administration burden with Lillie Lab Link module.

Are the staff happy with Lillie?

Lillie is the market leading sexual health software and continuously at the forefront of sexual health software innovation and has been the software of choice by the clinic team since 2000. Over the years, with constant evaluation, innovation and development, the solution has been shaped to meet the needs of the sexual health services across the Trust supporting them to deliver quality care.

The Lillie team ensures that with constant evaluation, innovation and development, Lillie grows alongside their customers increasing the benefits to the service, clinic and staff over their many years working alongside each other.

