

## CASE STUDY - Doc Adobe Vaccine Module

# Delivering the national COVID and winter vaccination programme to housebound people in CNWL NHS Trust

Central and North West London NHS Foundation Trust (CNWL) provides NHS services throughout a person's life, in physical and mental health and everything in between, at GPs and hospitals to the community and in their own home.

### Client Profile:

- Community NHS Trust
- 7000+ Staff
- 300 different health services
- 150 sites
- Customer since 2020

The majority of CNWL's services are provided in the community, which means treating people in their homes or from clinics close to home. In this sense we are a very modern part of the NHS, something the new Long Term Plan wants to see more of, with better integration and coordination of care, delivered as close to home as possible. Where community care is not possible we offer a number of facilities to treat people in hospital or residential environments. We also provide healthcare in prisons in London and the surrounding areas.

### Impact of the programme



**Zero vaccine wastage**



**Net substantive cost saving**



**234 days of frontline clinical time saved (annualised)**



**56% increase in staff productivity**



**Zero clinical safety incidents when using the Doc Abode vaccine module**



**8 FTE reduction in staff requirement to deliver programme**

**“Doc Abode has doubled the speed and efficiency of the frontline vaccinators and there has been a huge reduction in vaccine wastage when using Doc Abode.”**

Lisa Basi, Head of Integrated Primary Care, CNWL NHS Foundation Trust



## THE DOC ABODE SOLUTION: VACCINATION MODULE

### Doc Abode Vaccination Module

Digital technology is an integral part of most people's lives and is increasingly at the heart of the healthcare agenda. Digital technology is already transforming the way in which organisations deliver care and the way that they work. Multi-drop route optimisation technology has already been successfully adopted in other sectors, ensuring the most efficient use of resources available to responsible organisations.

### Background

Identify and implement an appropriate digital solution to support Community Services in successfully delivering the largest-ever NHS vaccination programme in response to the COVID-19 pandemic, specifically for eligible housebound patients.

### Aspiration

To provide staff with access to fit for purpose digital tools to schedule, organize, allocate and manage the logistics of building itineraries for vaccinators to administer COVID-19 vaccinations in line with national standard operating procedures.

### Solution and impact

Central and North West London NHS Foundation Trust (CNWL) introduced the Doc Abode COVID 19 vaccination module, a web and mobile app enabling administrative staff to organize the delivery of housebound vaccinations. The

COVID-19 vaccination module is the result of a collaboration between CNWL and Doc Abode - a digital provider of workforce management tool for NHS organisations. Following successful development and testing in Camden borough, all second dose vaccines were administered utilising the new module.

### Functionality

Integral to the mobile app is that it enables field-based staff to complete an optimised itinerary allocated in advance based upon their availability, location and skillset. Simple user interfaces allow changing of the route in the event that patients are unavailable.

### Capabilities

Cloud-based, administrator web platform and vaccinator mobile app requiring Wi-Fi or mobile data to operate, vaccinator itineraries are first saved in the Doc Abode platform and can then be placed in the point of care system is such as Outcomes4Health (Pinnacle).

### Scope

Enables health care organisations to manage complex housebound cohorts with optimized routes and scheduling of patients in line with the Novel coronavirus (COVID-19) standard operating procedure. Further developments to be released shortly will include support for additional vaccines such as flu, pneumococcal and shingles.



**“Doc Abode has doubled the speed and efficiency of the frontline vaccinators and there has been a huge reduction in vaccine wastage when using Doc Abode. Since the roll out of Doc Abode’s vaccination module in January 2021, Camden has been one of the highest performing of all 32 boroughs in London in the delivery of the Covid-19 vaccine.”**

Lisa Basi, Head of Integrated Primary Care, CNWL NHS Foundation Trust



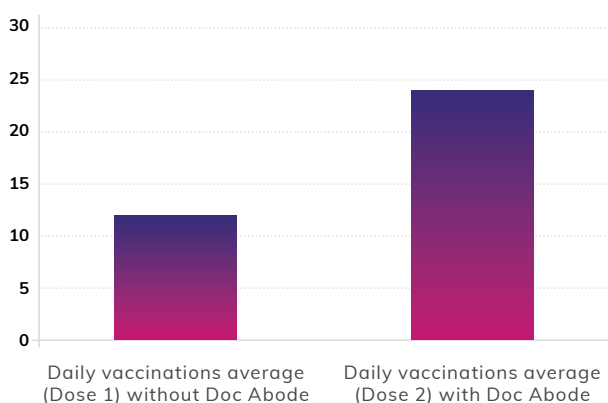
## Results

A key aim of Doc Abode is to improve the overall capacity of a services ability to administer vaccines when utilising the vaccination module. The results achieved in Camden show that despite any lag experienced through the development and adoption of a new tool, the service was able to administer significantly more vaccines when compared to without. This is a 56% increase in productivity which is highly statistically significant:

- P value = **0.0012**
- meaning this was **99.9988%** not due to chance

There were significant back-office efficiency gains reported too but these were not objectively measured as part of the trial. This should be formally captured moving forwards.

Comparing the average number of daily vaccination doses given with and without using Doc Abode



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## Get in touch

For more information or to book a demo of Doc Abode, please contact us on:

