Empowering Community and Mental Health Trusts Through Automation: Enhancing Service Delivery and Patient Outcomes

Intelligent Automation can help address the challenges faced by Community and Mental Health services in the NHS by streamlining processes and freeing up staff to complete more value-added activities.

Meeting Patient Needs Through Intelligent Automation

Community and Mental Health Trusts play a crucial role in the NHS - delivering services that improve the wellbeing of community populations and providing tailored patient care to society's most vulnerable patients. However, they often face unique operational challenges, ranging from staff shortages and high turnover rates, to complex funding arrangements and ever-changing regulations. Intelligent Automation presents a solution to many of these challenges by streamlining processes, reducing manual interventions, and freeing staff time to carry out value-added activities.

Transforms Patient Care

Reduces Operating Costs

Improves Productivity and Efficiency

System Priorities

- Prevention and early intervention
- Improve access to services
- Increase integration of services
- Enhance community support
- Leverage technology and digital solutions

> "The e18 team have provided excellent strategic input into assessing the transformational benefits of adopting Intelligent Automation within the Trust. Engaging with key stakeholders, e18 has worked proactively to inform us of 'best-in-class' NHS use cases, and conducted briefing and workshop sessions to identify target areas and potential benefits to inform our decision making and prioritisation process."

Stuart MacLellan - Chief Technology Officer, South London and Maudsley NHS Foundation Trust

Key Benefits of Intelligent Automation:

Improves Patient Outcomes & Better Quality of Care

Increases Productivity and Efficiency

Reduces Operating Costs

Boosts Workforce Morale and Capability

Better Data Quality

Enhances Interoperability Between Systems

Leveraging Intelligent Automation to Support Vulnerable Patients

Community and Mental Health Trusts are leveraging Intelligent Automation to transform their operations and support delivery of the nuanced services that they provide to the population. These organisations are utilising automation to enhance the provision of long-term care, rehabilitation services, and palliative care, as well as to expand access to children and young people's mental health services, and meet the needs of individuals with severe mental illnesses, learning disabilities, and autism.

"Community and Mental Health organsations are unique in their priorities and the challenges that they face, which is why at e18 Innovation we are committed to bringing our clients across the UK together to collaborate when implementing Intelligent Automation solutions. By working together, we can harness the potential of transformational digital solutions to improve services, increase efficiency, and ultimately enhance the patient experience. We believe that by embracing innovation and collaboration, we can help to drive positive change in the NHS and deliver better outcomes for all."
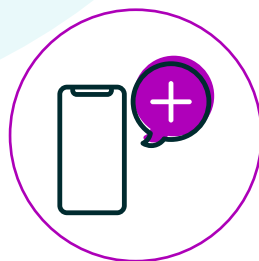
Sharon Osterfield – Transformation Director, e18 Innovation
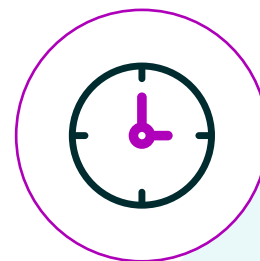
Use Cases:

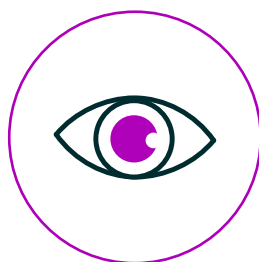Referral Management

Sharing Assessment Outcomes

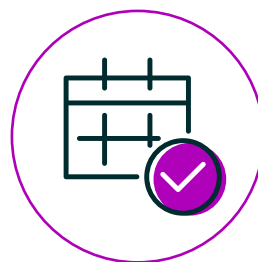Management of Mental Health Crisis Pathways

Waiting List Management

Data Migration from Remote Monitoring Devices into EPRs

Identifying Safeguarding Supervision

Patient Discharge

Sending Appointment Reminders

Ordering Routine Tests from GP Practices

Staff Mental Health Support

E18 Innovation

Automate. Innovate. Elevate.

Leveraging Intelligent Automation to transform patient care and deliver a better staff experience in the NHS.

Get in touch