



How our innovations can help you by automating tasks

Robotic process automation (RPA)

We use an RPA platform to offload repetitive processes and deliver these benefits:

- Process improvement; increased accuracy and reliability not subject to human error as long as automation tested and approved by owner
- Increased turnaround time
- Staff released for other priorities.

Examples of where we are already using this:

- Double logging by RPA replaced the work of 6 Referral Management Centre staff, speeding up the process
- Twice daily emergency department escalation level reporting
- Automation of manual tasks to extract data from the national A&E dashboard.

Chatbot technology

Used alongside RPA, this can reduce transactional tasks. We've already used this to:

- Reduce time spent by our Referral Management Centre staff on fruitless calls to make bookings
- Streamline continuing healthcare processes
- Consolidate ledgers for Midlands Partnership Foundation Trust
- Improve income report analysis processes.

Personalised Video Communication

- Positively influences behaviour through personalised video communication, effective in nudging people to act
- Dynamic, animated videos automatically personalised using data in their clinical record, as well as patient's name and chosen language, with a link automatically sent by text message
- Already used to support self-management programmes for people with long-term conditions (LTCs)
- Used during COVID-19 lockdown to support mental health and wellbeing of patients with LTCs by connecting them to the NHS and to information online
- High immediacy and engagement demonstrated when used with LTC patients in South West London, where it was much more cost effective than practice letters or telephone calls and generated more patient engagement and action
- Excellent patient feedback
- Can be quickly mobilised and implemented at scale.

For more information on our products and services contact us today:

Email: mlcsu.commercial@nhs.net

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