Unlocking the power of data for community services

Róisín Reade

Head of Implementation and Product Manager

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Shifting the Paradigm:
2020s “The decade of community services”

- Too many avoidable admissions happening.
- Community services can often deliver safer clinical care in the home at a lower cost.
- But system leaders have no understanding, or visibility, of capacity and demand in their community services.
- Nor do they have visibility of patients/citizens who have open referrals with multiple services in community.

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Malinko complementing EPR

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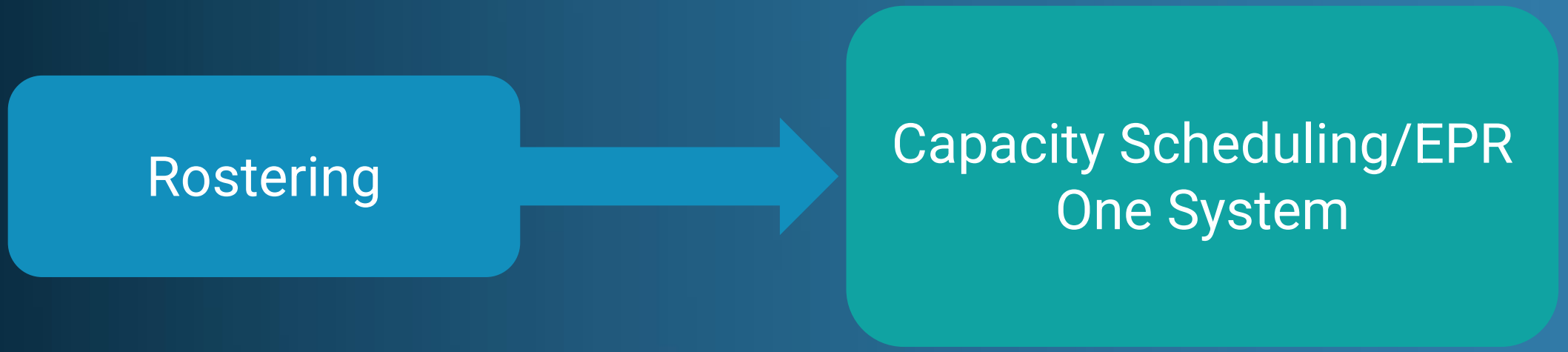

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Using EPRs for scheduling

Problem 1: Manual scheduling is slow, time consuming and prone to error.

Problem 2: No accurate real time view of capacity and demand.

Problem 3: No accurate real time view as to where our staff were.

Problem 4: 'Near impossible' to co-ordinate care around the patient

Problem 5: Unreliable data. Management information is of little use

Problem 6: Difficult to align and plan staffing levels to meet the demand of the population.

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Intelligent care coordination:
Multiple services, one system

NHS

- District Nursing
- COVID home swabbing
- Home Oxygen service
- Rapid Response
- Acute Response
- Specialist Nursing
- Intermediate care
- @home service
- Phlebotomy
- Chemotherapy @ home
- Out of hours
- Health visitors

Local Authorities

- Integrated CRT – reablement service
- Social Workers
- Healthcare support workers
- Occupational therapists

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NHS England: Our partners

West Suffolk NHS Foundation Trust

East Suffolk and North Essex NHS Foundation Trust

Cambridgeshire Community Services NHS Trust

Northern Lincolnshire and Goole NHS Foundation Trust

Salford Royal NHS Foundation Trust

Bolton NHS Foundation Trust

The Clatterbridge Cancer Centre NHS Foundation Trust

Blackpool Teaching Hospitals NHS Foundation Trust

Bromley Healthcare better together

Mersey Care NHS Foundation Trust

Central Cheshire Integrated Care Partnership

Countess of Chester Hospital NHS Foundation Trust

University Hospitals Birmingham NHS Foundation Trust

NHS Wales: All Wales contract and 2 County Councils

- Cardiff and Vale UHB
- Powys TB
- Swansea Bay UHB
- Cwm Taf UHB
- Aneurin Bevan UHB
- Hywel Dda UHB
- Betsi Cadwaladr UHB

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By transforming into a data-driven and transparent service, neighbourhood district nursing teams can integrate seamlessly into the broader health and social care network, and senior managers have the insight required to safely meet the needs of our communities.

Paul Labourne
Nursing Officer at the Office of the Chief Nursing Officer,
Health and Social Services Group, Welsh Government

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Malinko Analytics allows us to prioritise patients at a glance. Not only do we have visibility of capacity and demand, we can now evidence where quality and safety might be compromised. We never turn away a referral but now we have the data to prove where our limits are.

Lisa King

Community Senior Nurse, Cwm Taf Morgannwg University Health Board

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Built by clinicians, for clinicians

Paul Crank
District Nurse
Cwm Taf
Morganwwg
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Board Wales

Amanda Hobson
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Salford Royal NHS
Foundation Trust

Rhys Roberts
District Nurse
Cwm Taf
Morganwwg
University Health
Board Wales

Colchester North
Team winner at ACE
STAR Awards for
the work on the
Malinko Pilot

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Let's make the 2020s the decade of community services

Raj Jain,

Chief Executive, Northern Care Alliance - HSJ webinar, April 2021

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Thank you and questions