

digitalhealth

# REWired

BIRMINGHAM 12-13 MARCH 2024

Headline Sponsors:



## Rob Child

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PROGRAMME MANAGER,  
LEEDS TEACHING  
HOSPITALS NHS TRUST

## Julian Chadha

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RPA GENERAL MANAGER,  
CALDERDALE &  
HUDDERSFIELD NHS  
FOUNDATION TRUST



SMART  
HEALTH  
STAGE

Stage Sponsor:



ALCIDION



# RPA Collaboration West Yorkshire Association of Acute Trusts

## Building a shared vision for Robotic Process Automation

Rob Child, Programme Manager, Leeds Teaching Hospitals NHS Trust

Julian Chadha, RPA General Manager, Calderdale & Huddersfield NHS Foundation Trust



digitalhealth

# REWIRED

BIRMINGHAM 12-13 MARCH 2024

✉ [WYAATProgramme@nhs.net](mailto:WYAATProgramme@nhs.net)

🖱 [wyaat.wyhpartnership.co.uk](http://wyaat.wyhpartnership.co.uk)

🐦 [@WYAAT\\_Hospitals](https://twitter.com/WYAAT_Hospitals)

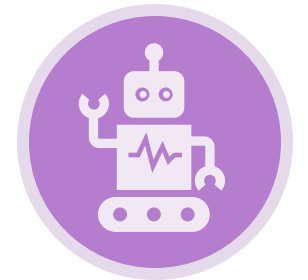


-  **Subjective Thought**
-  **Verbal Communication**
-  **Creativity and Innovation**
-  **Emotion and Compassion**
-  **Unstructured Information**

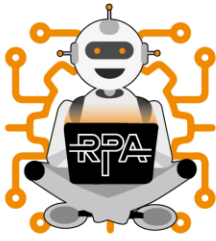


**Human Worker**

-  **Structured & Logical Work**
-  **Repetition**
-  **24/7 Operation**
-  **Easily Auditable**
-  **Accuracy and Consistency**



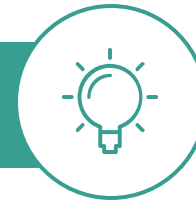
**Digital Worker**



Started our RPA Journey in Summer 2022



5 Year 5 Virtual Worker (Bots) Package using the Blue Prism RPA Platform



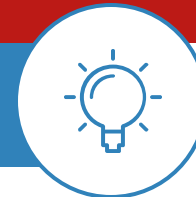
Started by Outsourcing the development for first 5 automations



In October 2023 brought in a Senior Developer and started a small RPA team



Have 8 processes live in the following areas:



Outpatients	422 hrs/month
Radiology	57 hrs/month
Validation	72 hrs/month
Cancer	200 hrs/month

Equivalent to 5+ WTE members of staff

Saving £138,000 recurrently from vacancies

# Outpatients



**7000 hours saved per annum**

## Process: e-RS Referrals into EPR

### Cash Releasing

3 WTE's positions released into the Budget = £89kpa for this one process

## Benefits



Improved Patient Care



Reduces Referral Backlog



Better Waitlist Management



Reduced Clinical Risk

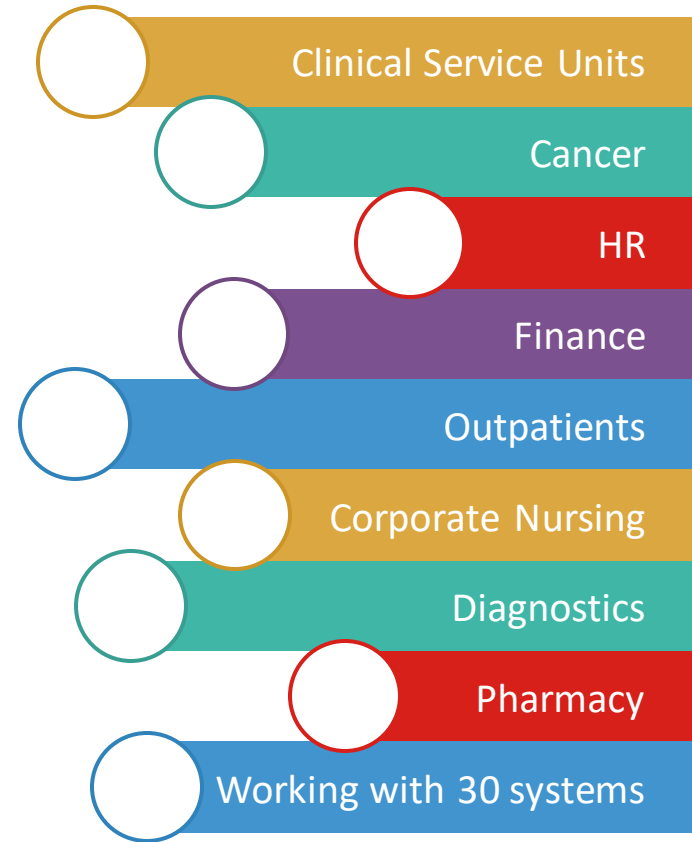


Enhanced Data Quality

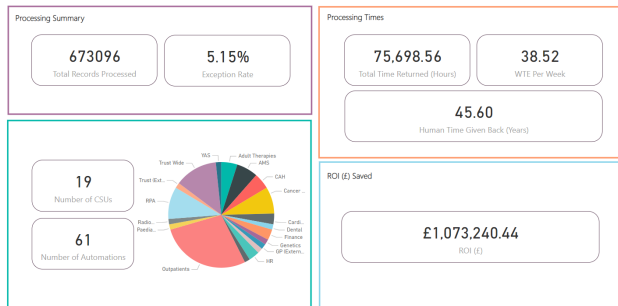
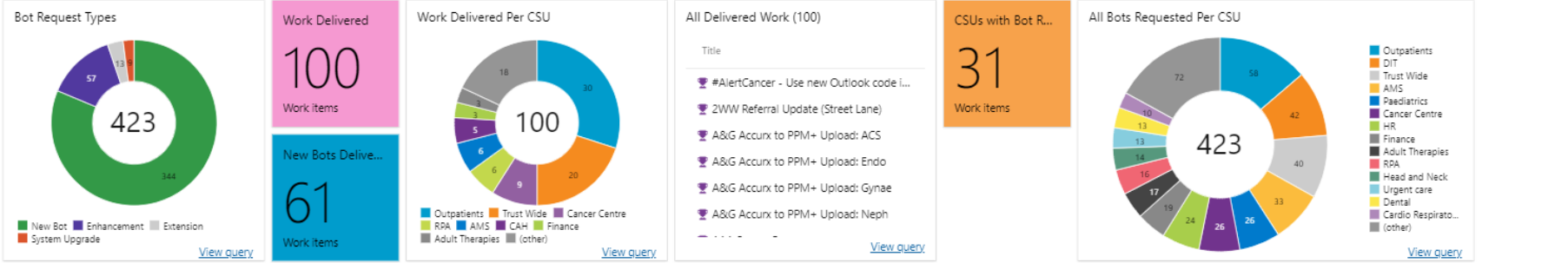


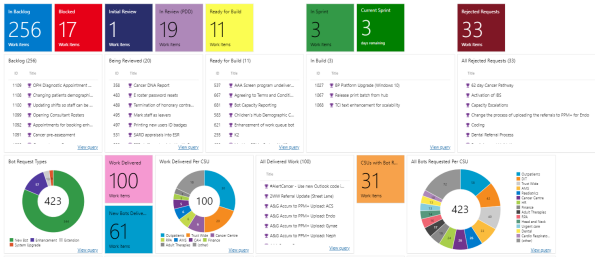
Increases Treatment Capacity





Backlog (256)		Being Reviewed (20)		Ready for Build (11)		In Build (3)		All Rejected Requests (33)	
ID	Title	ID	Title	ID	Title	ID	Title	Title	
1109	OPH Diagnostic Appointment ...	358	Cancer DNA Report	537	AAA Screen program undeliver...	1027	BP Platform Upgrade (Windows 10)	62 day Cancer Pathway	
1108	Changing patients demographi...	483	E roster password resets	667	Agreeing to Terms and Condi...	1067	Release print batch from hub	Activation of IBS	
1100	Updating shifts so staff can be ...	489	Termination of honorary contra...	681	Bot Capacity Reporting	1068	TCl text enhancement for scalability	Capacity Escalations	
1099	Opening Consultant Rosters	495	Mark staff as leavers	583	Children's Hub Demographic C...			Change the process of uploading the referrals to PPM+ for Endo	
1092	Appointments for booking enh...	497	Printing new users ID badges	621	Enhancement of work queue bot			Coding	
1091	Cancer pre-assessment	531	SARD appraisals into ESR	255	K2			Dental Referral Process	

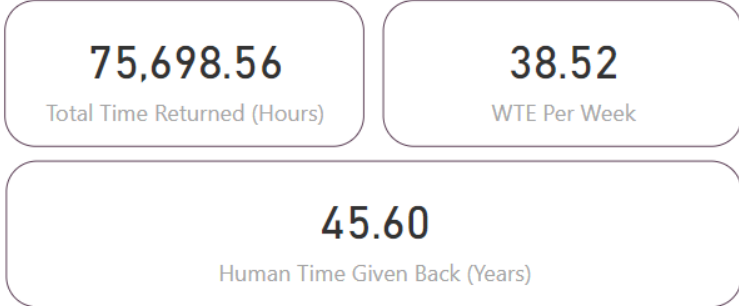




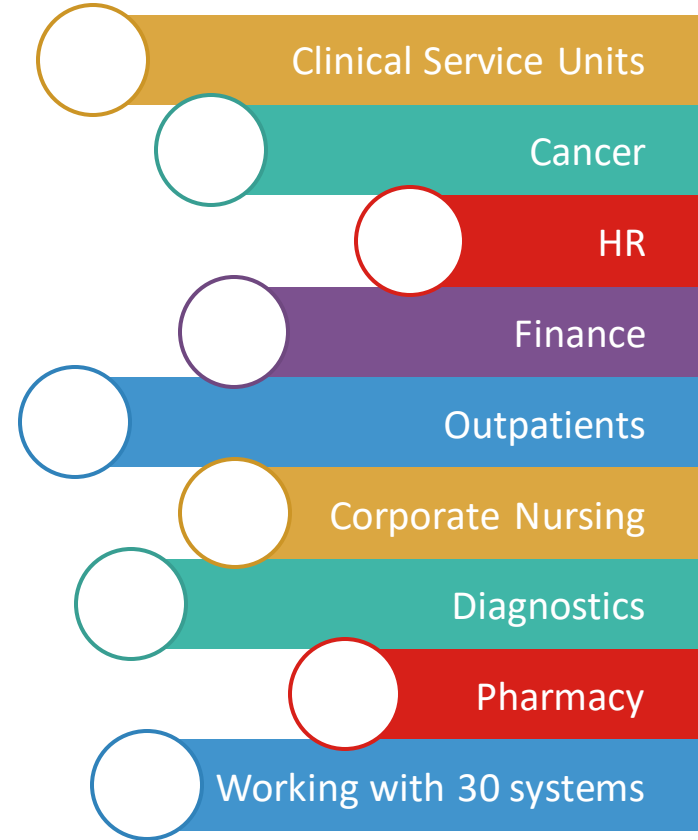
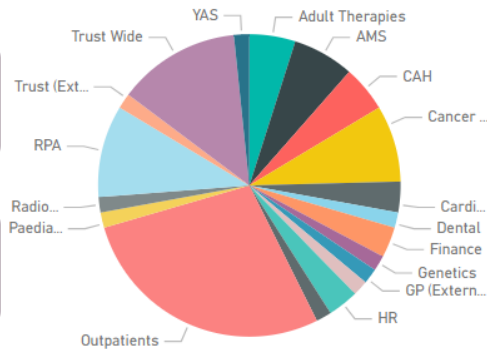
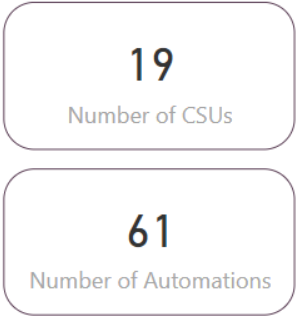
Processing Summary



Processing Times



ROI (£) Saved



# Finance



**561 hours saved per year**

## Process: York Finance Accounts Payable

This process checks emails of the Trust for payment have an invoice number and forward to the payments team for processing, and files the processed email. Running daily, this processes 1035 emails each week.

### Benefits



Improved Workforce Capability



Negative financial Impact Avoided



Access to real-time data



Enhanced Data Quality



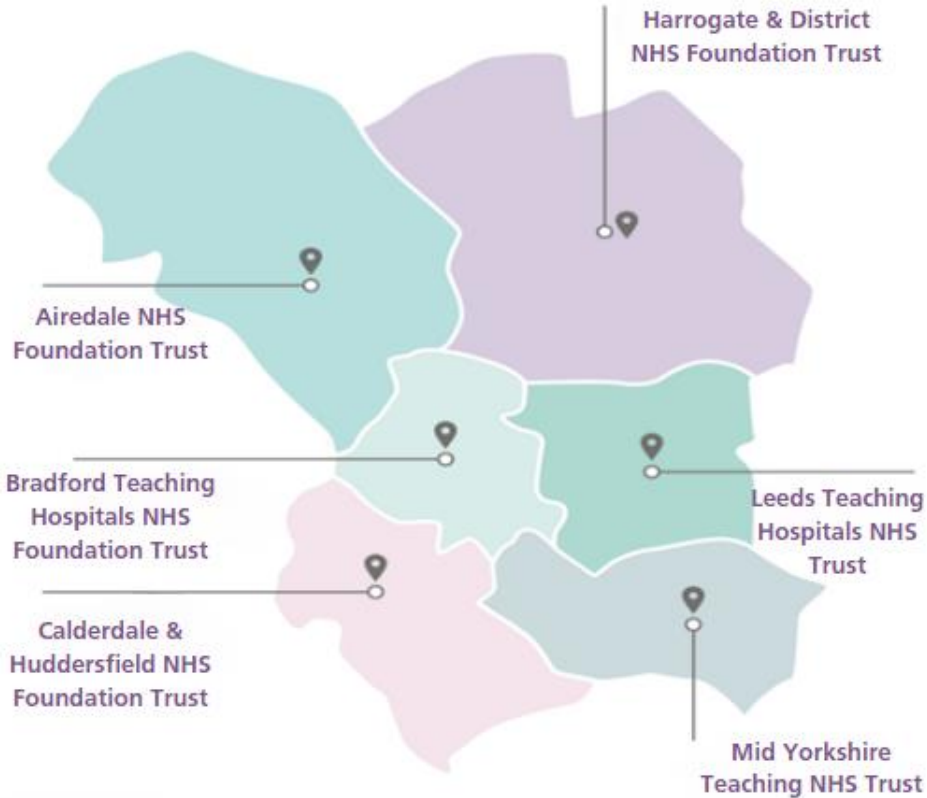
Improved financial performance



Reduced Errors



# West Yorkshire Association of Acute Trusts (WYAAT)



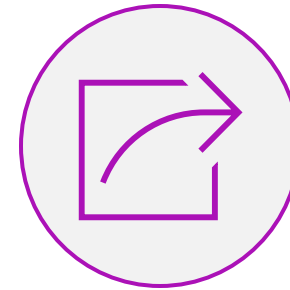
# WYAAT RPA Processes



Waiting List  
Validation



Diagnostics



Referral  
Management



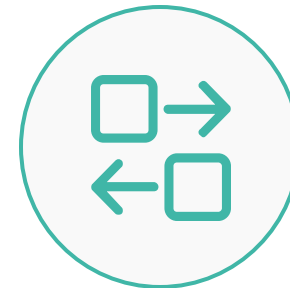
Finance



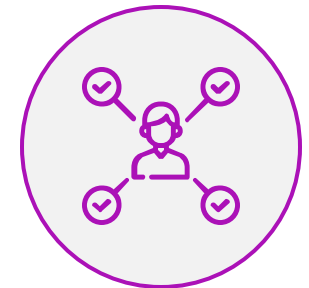
Cancer



Clinic  
Outcomes



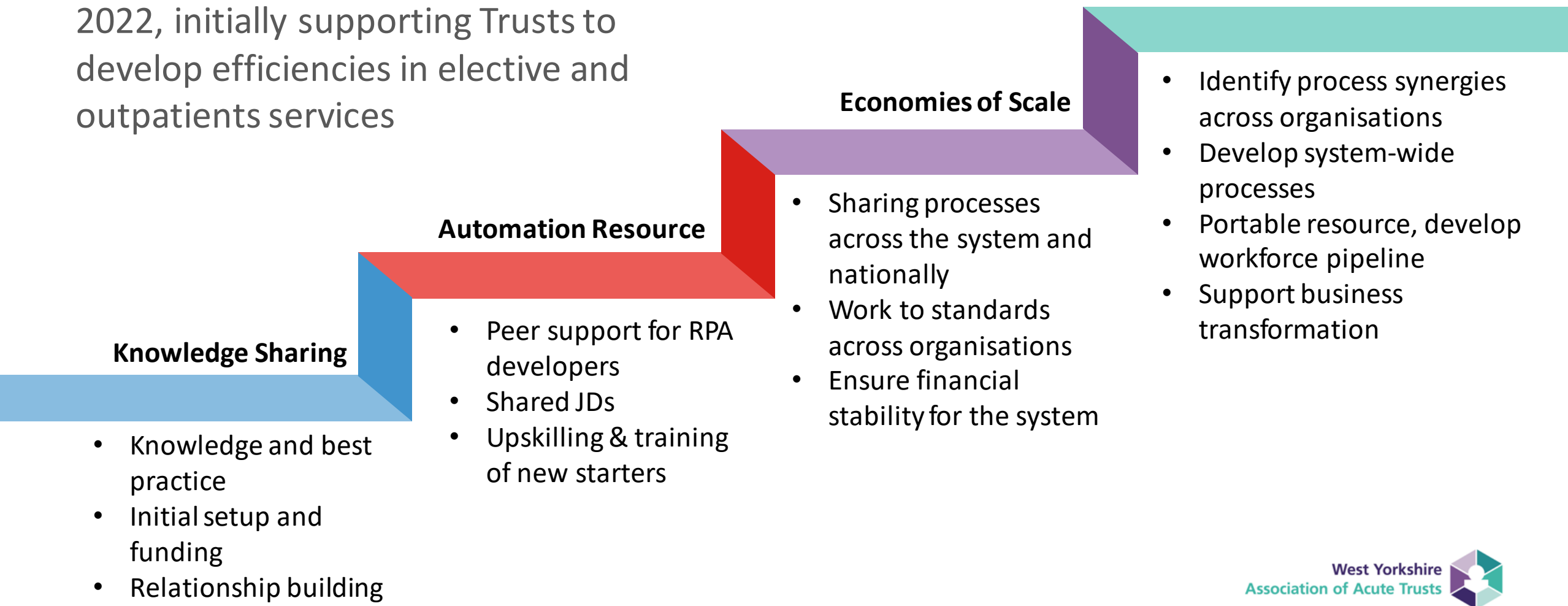
Appointment  
Booking and  
Cancellation



Patient  
Engagement  
Portals

# WYAAT RPA Collaboration

WYAAT RPA collaboration began in 2022, initially supporting Trusts to develop efficiencies in elective and outpatients services



## Knowledge Sharing

- Knowledge and best practice
- Initial setup and funding
- Relationship building

## Automation Resource

- Peer support for RPA developers
- Shared JDs
- Upskilling & training of new starters

## Economies of Scale

- Sharing processes across the system and nationally
- Work to standards across organisations
- Ensure financial stability for the system

## Future Ambitions

- Identify process synergies across organisations
- Develop system-wide processes
- Portable resource, develop workforce pipeline
- Support business transformation

✉ [WYAATProgramme@nhs.net](mailto:WYAATProgramme@nhs.net)

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🐦 [@WYAAT\\_Hospitals](https://twitter.com/WYAAT_Hospitals)

**West Yorkshire**  
**Association of Acute Trusts**



WYAAT incorporates Airedale NHS Foundation Trust, Bradford Teaching Hospitals NHS Foundation Trust, Calderdale and Huddersfield NHS Foundation Trust, Harrogate and District NHS Foundation Trust, Leeds Teaching Hospitals NHS Trust, and Mid Yorkshire Teaching NHS Trust.