



<b>Organisation</b>	Locala Community Partnerships
<b>Category</b>	I.T
<b>Please detail your project below</b>	<p>Locala’s digital journey started in 2013 when we began working with I.T provider Dell. Our investment in technology has enabled colleagues to utilise Lync instant messaging, telephone and video calls when communicating with our patients and each other. We have created an intranet, utilise blogs and are currently developing a patient app.</p> <p>For more information on our digital journey please see:  <a href="https://www.youtube.com/watch?v=rqjCmrVADFA&amp;feature=youtu.be">https://www.youtube.com/watch?v=rqjCmrVADFA&amp;feature=youtu.be</a></p>
<b>How has your project improved sustainable development within your organisation or community setting?</b>	<p>Our colleagues have been using Lync technology to have an increasing number of video appointments with patients. These have been on computers or phones and in locations that suit the patient – at home or work and even on a train. This has an environmental benefit because travel between appointments is reduced and our colleagues can use Lync to ask for a second opinion when in the patient’s home – speeding up treatment and reducing the number of extra visits. This type of consultation is proving popular with many patients who appreciate the flexibility and convenience of this new technology.</p> <p>Please see the following video of a nurse requesting a second opinion using Lync:  <a href="http://1314.localaannualreview.org.uk/portfolio/district-nurse-patient-story/">http://1314.localaannualreview.org.uk/portfolio/district-nurse-patient-story/</a></p> <p>The DVD produced by our School Nursing Service demonstrates another example of how our technology can reduce travel and benefit our communities. Team leader, Julie Bulmer knew that if the team considered alternative ways of working that embrace new technology, nurses would be able to spend more time with vulnerable children and families. The team decided that instead of visiting all 24 high schools in the area to present information about their immunisation programme, using a DVD would not only save time but make sure a uniform message was received.</p> <p>The feedback from schools has been excellent so now two more DVDs have been produced. One is shown to parents of children starting school and outlines the services offered by the school nurse. Also, parents and children starting high school can find out what support is available to them via a DVD shown at transition events.</p> <p>Finally, the use of innovative I.T allows us to reduce paper usage, for example, our intranet allows colleagues to access policies and documents digitally, patient consultations are written up on colleague’s laptops and agendas for meetings are sent digitally.</p>
<b>What role does sustainable development play within patient and staff services within your organisation?</b>	<p>We are committed to providing sustainable community services and as part of the NHS family we deliver care under the same ethos.</p> <p>We have embedded an Environmental Management System (EMS) within our organisation and have recently achieved external certification to ISO 14001. To increase recognition and awareness within our environmental communications we developed an environmental mascot. ‘Elsie’ is our existing mascot for Locala and she has now become ‘Green Elsie’. Attached are the poster and leaflet we developed for our EMS launch which features ‘Green Elsie’.</p>



Our intranet made the short list of three outstanding candidates at the 2014 Interaction Awards. They said the following about our intranet:

“Locala have created an essential intranet to engage remote district nurses to ensure the information and help they need is quickly accessible and easily executable. They have struck a great balance between business and social, encouraging opinion and communicating in a transparent manner. Their adoption levels are superb and they have engaged their workforce to the point where the intranet is seen as the way of working, for example a recently release Workflow and Form saw over 1,200 of their 1,400 employees choosing to complete this process following the new method within the first month”.

We continue to increase our use of video consultations where clinically appropriate and have already had a great uptake from services such as podiatry. We also continue to look at how apps can support patient care – we have already developed a Continence App that will provide an online service for patients referred. They will be able to use the App to submit their continence symptom profile by completing a bladder, bowel and food diary at a convenient time for them which then allows the first appointment to be by video.

<b>Who has led the way on sustainable development within your organisation?</b>	I currently lead on sustainable development within Locala and work closely with the Head of Corporate Affairs, Chris Reeve. We receive support from the Executive Management Group, Senior Management Team and Chief executive Robert Flack. Robert is passionate about our digital journey, he states "mobility and flexibility are critical to our ability to provide a high quality service to our patients. The new technology provides our clinicians with the tools to make that happen.”
<b>First Image</b>	<a href="http://nhssustainabilityawards.co.uk/wp-content/uploads/formidable/Locala-Launch-Poster.pdf">http://nhssustainabilityawards.co.uk/wp-content/uploads/formidable/Locala-Launch-Poster.pdf</a>
<b>Second Image</b>	<a href="http://nhssustainabilityawards.co.uk/wp-content/uploads/formidable/Locala-Environmental-Launch-Leaflet.pdf">http://nhssustainabilityawards.co.uk/wp-content/uploads/formidable/Locala-Environmental-Launch-Leaflet.pdf</a>
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