Transforming Systems

Overview of Systems
Background

- Formed 2009
- Academic origins
- Extensive R&D / NHS co-development
- Commercial launch 2016
- Now 18% of NHS, 35 CCGs
- 40 staff (London, India & Australia)
- Entirely self-funded
Our approach

• Co-production

• WHOLE health and social care picture

• In real time

• Easy to read and understand

• Single version of the truth

• Predict TOMORROW
SHREWD Resilience
3 clicks to detail
Bespoke to Local Systems
Escalation

**Action:**
- **Bronze Commander / DCTL to visit site & initiate supporting actions aimed at improving flow**
- **Expected bed balance (with escalation beds): ESH**

**Status:** Not responded

**Update Status**
- Acknowledged
- In Progress
- Completed
- Disregarded

**Add a comment**
Enter comment text here...

**Created**
Comment by System user 04:45 PM 13 Mar 17

**System user 04:45 PM 13 Mar 17**
Reduction of 5% of A&E attendances to MIUs

Reduction of 11% of Minors attendances

Loved by patients (99.96% satisfaction)

Seen as essential by NHS Leadership
Installation Timelines

**Resilience**
- 2-12 weeks
- Requires system to adopt transformation structure
- Involves whole system Ops and Technical

**Escalation**
- 4-6 months (continuous testing and improvement)
- Requires system to adopt transformation structure
- Involves Ops

**WaitLess**
- 2 – 4 weeks
- Requires feeds from UTC / A&E centres
- Once established, runs as autonomous decision aid

**NHS England**
- 2-4 weeks from establishing Resilience
- 4 week train in period

**SHREWDD Modules**
Questions