



**Totalmobile**  
Digital Workforce Management

Case Study



How we introduced new technology to improve nurse efficiency and give them the freedom to care

[www.totalmobile.co.uk](http://www.totalmobile.co.uk)



Virgin Care invested in the introduction of mobile working with secure access to clinical records on tablet devices across their Devon Public Health Nursing service, eliminating paperwork, supporting clinicians' normal ways of working and providing real time information at the point of patient care, even where mobile network signal is weak.

---

## Introduction

The Public Health Nursing Service in Devon, which Virgin Care runs as part of their Devon Integrated Children's Services contract, work with and support families and their babies in the early stages of life. Families are offered a range of health-enhancing activities through the Healthy Child Programme, including immunisations and health reviews over the course of five visits from birth until the child is two and a half years old.

When Virgin Care took on the service, they inherited major challenges around historic ways of working, including a reliance on paper records and old, outdated IT systems. With increasing demand, Public Health Nursing needs to evolve and adapt in order to continue supporting parents and families, Virgin Care decided to make a change.

In 2016, Virgin Care invested in the introduction of Totalmobile's mobile working platform, which has been tried, tested and implemented across their services. It uses secure access to medical records, eliminates paperwork almost completely and gives their teams the freedom to work without returning to office bases to collect information or update their clinical records.

Staff were trained in the use of the new systems and technology, whilst allowing them a two-week period to test to help build their confidence.

Totalmobile rolled out the mobile solution to all health visitors and community health workers, giving them easy access to previous notes and electronic forms. Since the launch, the solution has improved ways of working for staff, with all teams seeing a reduction in time spent on manual paperwork and record keeping, which has resulted in additional quality time for use on other patient care activities.

They also saw an increase in health visitors' overall satisfaction of using a mobile working platform compared to pre-go live.

We met Virgin Care's deadlines of rolling out the solution to more than 100 Health Visitors by December 2016.

## Historic ways of working

As with many of our customers, the major challenges are around historic ways of working. In Public Health Nursing, there has been a reliance on paper records and the use of old IT systems, with a lot of time spent on manual paperwork and record keeping – which in some cases means inputting data multiple times, into different systems. This repetition not only introduces risks, because multiple copies of notes can exist at the same time or paper copies can be lost. It can also take up valuable time, especially when preparing for a visit, which clinical colleagues could be spending with patients.

Virgin Care established from initial work with their teams that colleagues wanted extra time to get used to using the new technology. They'd admitted to feeling unsure how comfortable they would feel using the mobile solution during an appointment, and said they wanted plenty of time to get used to the system, before using the system for real.

## Investing in mobile technology

Following the success of Totalmobile elsewhere in England, Virgin Care continued to invest heavily in mobile working to help support their Health Visiting Service in Devon. Helping it to become more efficient and to offer staff better access to scheduling and medical record keeping.

The Totalmobile solution, introduced early last year, has helped achieve efficiencies by eliminating paperwork and giving staff more freedom to work without the need to travel back to their hubs to update patient records.

## Service benefits

38,000 children under 5 will be supported by the new system and procedures

The solution provides real time information at the point of patient care and supports their working days with the use of electronic diaries, giving health visitors better access to scheduling.

Before the roll out, Virgin Care offered health visitors three aspects of training to help with the change and to better understand how to use the new systems and technology.

By December 2016, the system was rolled out across all 39 Public Health Nursing service teams in Devon, with health visitors supporting more than 38,000 children under 5 using the new system and procedures.

More than 220 people were involved with the full rollout and all services were live on the mobile working system by December 2016, as planned.

Better scheduling, easier access to records and more freedom to focus on care.

The introduction of the mobile working platform has meant their Public Health Nursing Teams have easier, secure access to medical data, tools and applications to help improve the way they work. Such as, access to scheduling information, best practice information from the BNF and NICE, as well as access to emails on the move to help keep the whole service better connected and better informed.

## Additional benefits

The new mobile solution has given all 39 Health Visiting teams the freedom to focus on what they are trained to do and avoid unnecessary trips to offices, as well as removing the risk of duplicate records.

This has resulted in:


- Positive feedback from staff, who have given the solution and new way of working a solid 4 out of 5 just one month after full-deployment
- Almost 100% of work is now recorded using the Totalmobile solution
- 100% of teams are managing their diaries electronically, giving better oversight of the service and allowing them to better meet demand across the entire service
- They've seen a reduction in the time teams spend completing forms, which as teams get used to the system will create more time to spend with patients
- They've seen up to 25% reductions in 'preparation' time at the start of each Health Visitor's day
- Colleague engagement is up – their teams say they are "excited" about the new system

Here at Totalmobile, we will continue to review the progress of our mobile working platform to maximise and demonstrate the benefits to increase Virgin Care's patients' experience and staff satisfaction.

We also plan to work alongside Virgin Care, to further explore possible functionalities within the system, with a long term goal of rolling out the solution to further departments.




We're delighted to continue to grow our relationship with Virgin Care and roll out our solutions across the Public Health Nursing Service in Devon. This highlights Virgin Care's commitment to mobile working and the positive impact it can have on patient outcomes and staff productivity.



This also demonstrates Virgin Care's continued belief in Totalmobile and the role it has to play in helping them deliver a better quality of care.



**Jim Darragh,**  
CEO, Totalmobile



through using Totalmobile we have achieved 30% productivity gains per annum, whilst not compromising quality

**Parker Moss,**  
Chief Technology & Transformation Officer,  
Virgin Care

"I am incredibly proud of what we have achieved."

"I have no doubt that this will change the way community services are delivered, more importantly providing a better patient experience.

I believe the opportunities are endless."



**Marie Cummings,**  
Programme Manager, Virgin Care



# Totalmobile

Digital Workforce Management

## Company Overview

Totalmobile is a fast growing mobile software company that transforms complex service delivery within healthcare, government and industry, throughout the UK and Internationally.

Established in 1985, Totalmobile create innovative technologies that disrupt conventional ways of working. This is driven by the desire to make work not just more productive, but more enjoyable. This is achieved by providing products that people love to use.

Belfast headquartered and with staff throughout the UK, Totalmobile have a track record of delivering effective software solutions to the public sector. The latest of these is Totalmobile, a solution that enables service transformation by empowering staff with effective mobile working technology.

Totalmobile  
Pilot Point  
21 Clarendon Road  
Belfast BT1 3BG

T: +44 (0)28 9033 0111  
E: [info@totalmobile.co.uk](mailto:info@totalmobile.co.uk)