



Your Weekly NEWS

I3: Special Edition

I am really proud of the I3 Department's hard work and innovative approach during the coronavirus (COVID-19) pandemic which has ensured our colleagues can communicate with each other and our patients effectively and safely.

During the past few months' technology has become a big part of our working days with more than 4,000 UHMBT staff using Microsoft 365 every weekday. Functions like Teams which allows staff to hold virtual meetings, calls and chat, have really been a lifeline for staff who are working from home and on our sites during the pandemic. Retaining communication between our teams has been key and I do not think this would have been as successful if we had not had this new and innovative system in place.

Since guidelines around distancing came into place, many teams including 90% of the I3 Department have worked from home (with only IT engineers and some of the EPR team including IT Nurses and a Digital Pharmacist remaining on-site). The department has continued to function well and has delivered a wide range of projects to support the Trust's response to the pandemic, including:

- **An expansion of the Occupational Health call handling service** with additional computers and system configuration. Staff calling the service wait in a queue and prior to the expansion staff were regularly queuing for over an hour
- **Developed a new COVID-19 Intranet site with clinical guides** from Dr Shahedal Bari, Medical Director, and Dr Paul Grout and Dr Robin Procter, Deputy Medical Directors with content from the Workforce team
- **Supported Core Clinical Services with bulk SMS and letter production** to switch many outpatient appointments to telephone consultations and then subsequently to postpone the majority of appointments
- **Designed, developed and implemented a system to track workforce absences and redeployment.** I3 also implemented a call handling system (like that used by Occupational Health) for the Workforce Central Absence Team
- **Developed an automated "daily sitrep" report which is mandated by NHS England for all trusts.** The report takes data directly from the Trust Dashboards, supplemented with additional specific information relating to COVID-19 patients and capacity which is captured electronically in the Lorenzo Electronic Patient Record and Electronic Whiteboards
- **Provided ongoing support and training for the two COVID-19 Command Centres,** specifically to implement robust electronic requesting of COVID-19 diagnostics and subsequent alerting on the Electronic Patient Record system.
- **Developed an electronic form** using the Microsoft 365 platform to capture requests to swab patients
- Supported Dr William Lumb with the implementation of an **Out of Hospital COVID-19 Command Centre** with detailed additional configuration of the EMIS Community System and 40 laptops with headsets, docking stations and additional monitors to support video consultations.

This edition of the weekly news will give you a taster of the staggering contribution the I3 department has made in supporting our clinical and non-clinical colleagues, Bay Health and Care Partners and our patients. Well done team and thank you!

Aaron Cummins, Chief Executive.





New technology keeping staff and patients safe

Mixed reality headsets – Microsoft HoloLens 2 – are transforming how staff care for patients with coronavirus symptoms at UHMBT during the coronavirus (COVID-19) pandemic.

HoloLens 2 has been trialled by staff on the respiratory ward at Royal Lancaster Infirmary to support patient care and staff safety and now the Trust plans to introduce the headsets on the respiratory ward at Furness General Hospital over the coming weeks.

Dr Timothy Gatheral, Respiratory Consultant, UHMBT, said: “HoloLens 2 is an exciting piece of technology that offers the capability to minimise face to face contact with patients who have symptoms of coronavirus whilst ensuring they receive immediate access to expert specialist opinion on the ward.

“Minimising the number of physical contacts with infected cases helps to keep patients and staff safe. This also offers huge promise in accessing specialist opinion more easily out of routine hours and for educational purposes. I hope that new and innovative ways of working will be at least one positive outcome from the pandemic which has caused so much grief and sadness in our community.”

The Trust is working in partnership with Microsoft, the Imperial College London, Alder Hey Children’s Hospital and Leeds Teaching Hospitals NHS Trust on the project with aims to:

- reduce infection rates
- reduce the need for multiple members of staff in contact with patients who have coronavirus symptoms at any one time
- reduce the amount of Personal Protective Equipment (PPE) used
- ensure the safety of staff and patients.

The HoloLens 2 headset can be worn by a nurse or specialty/senior doctor when carrying out a ward round with patients who have symptoms of coronavirus. The headsets are linked up to a Dynamics 365 Remote Assist app which uses Microsoft Teams to send a secure live video feed to a computer screen meaning a respiratory physician working remotely or in another location in the hospital can receive a call from the headset into the headset wearer and assess the patient through the eyes of the nurse/ specialty/senior doctor at distance.

Rather than put users in a fully computer-generated world, as virtual reality does, HoloLens 2 allows users to place 3D digital models in the room alongside them and interact with them using gestures, gaze and voice.

Dr Colin Brown, Chief Clinical Information Officer, UHMBT, said: “Protecting our staff and patients during the pandemic was a major motivating factor for the Trust introducing HoloLens 2. We needed an innovative solution and HoloLens 2 offers our staff safe, hands-free equipment that can be worn while wearing PPE.

“Our infection prevention team has done a fantastic job of creating a decontamination Standard Operating Procedure to ensure the headsets themselves are not an infection risk.

“The multifunctional headsets can be used for training, supervision and teaching purposes and could be a fantastic future benefit for our staff and students/trainees in the future. We are looking at other ways of using the headsets post-pandemic, including in the community with federated clinical services and possibly nursing homes.”

Dr Shahedal Bari, Medical Director, UHMBT, said: “It is inspiring to see how HoloLens 2 is being used by staff at the Trust during the pandemic. It is keeping frontline colleagues safe, while significantly improving communications to help patient care and safety.”



You can watch the our film about HoloLens 2 at

<https://vimeo.com/428268681/435ce4cd0a>



"It is so heartwarming watching patients have face to face communication with their loved ones."

Staff feedback on new iPads and the Jitsi Video Conferencing app.

Microsoft 365 helping staff to communicate effectively through pandemic

Since mid-March, many departments across the Trust have been working from home in line with the Government's guidelines around distancing. Microsoft 365 is a secure platform that has ensured that staff remain connected and communicate effectively. The innovative platform combines instant messaging "Chat", video meetings, file storage and application integration. In June, the team saw a staggering 19,000 online forms completed over 90 days.

The I3 Department has supported the Trust to rapidly expand the use of the cloud-based Microsoft 365 platform for email, office applications and online meetings. The team has developed eLearning courses and content for home workers.

Since lockdown:

- More than 4,000 UHMBT staff have used Microsoft 365 every weekday.
- Staff have stored around 1,000,000 files in OneDrive
- Around 170,000 files have now been shared in Teams or SharePoint Online.

A record high 507
online Teams meetings
took place on a single
day in June!

Kendal Urgent Treatment Centre and Oncology Day Unit

The Urgent Treatment Centre (UTC) at Westmorland General Hospital went live with e-prescribing, e-observation (eObs) and e-requesting on Monday 11 May 2020. The e-prescribing system will allow clinical staff who work in the UTC to prescribe medication for patients electronically and help to reduce avoidable harms associated with prescribing medications on paper by notifying staff of any allergies or contraindications.

The e-Requesting system will allow staff to electronically request pathology, radiology and some CIU tests instantaneously. This dispenses with the need to write a paper request removing risks of test request illegibility; paper being misplaced; delays in the test arriving at the appropriate department. The electronic footprint of the test ensures we can track and report the progress of the test.

The Oncology Day Units at the Furness General Hospital and Royal Lancaster Infirmary also went live with eObs the week beginning 2 June. The eObs system allows recording of observations such as temperature; blood pressure; oxygen saturation; air/oxygen; O2 ltr/m; O2 delivery device and calculates the early warning system (EWS) score. The EWS calculates and reflects whether a patient's condition is improving or deteriorating, the appropriate escalation policy is presented to the clinician with a set of resulting actions.

The eObs system has some fantastic benefits which include: reducing cross-infection; tracking patient on ventilators or with oxygen requirements; track/alert on deteriorating patients; allows clinicians to assess patient remotely without being in proximity to the patient; assists with discharge planning which all improves safety for staff and patients. Staff on the KUTC and Oncology Day Units have been engaged and supportive during the migration process.



Helping patients to communicate with their loved ones virtually

Fifteen iPads will be used on wards at Furness General Hospital (FGH), Royal Lancaster Infirmary (RLI) and Westmorland General Hospital to help patients to communicate with their loved ones during the COVID-19 pandemic.

Jitsi a video conferencing app has been installed on the devices which will allow patients at University Hospitals of Morecambe Bay NHS Foundation Trust (UHMBT) to do a video conferencing call with their loved ones where they will be able to see each other. Staff and patients will follow infection prevention guidance when using the iPads.

Staff will also use the iPads to give families the opportunity to see and speak to patients who are very unwell and may be nearing the end of their lives. You can read the full story at <https://www.uhmb.nhs.uk/news-and-events/latest-news/helping-patients-communicate-their-loved-ones-virtually>



Clinical observation system rolled out which will help to improve patient safety

An electronic observation system which will help to improve patient safety has been rolled out in clinical areas across UHMBT's three main hospital sites.

The e-Observation (eObs) system allows clinical staff to record their patient observations digitally such as temperature, blood pressure and oxygen saturation as well as calculating the National Early Warning System (NEWS2) score.

The NEWS2 calculates and reflects whether a patient's condition is improving or deteriorating and the appropriate escalation policy is presented to the clinician with a set of resulting actions. The system has many benefits which have helped staff to manage patients with symptoms of COVID during the coronavirus (COVID-19) pandemic. These include:

- reducing cross-infection as clinicians are using a digital system to input and retrieve information, reducing the need for paper notes
- tracking patients who are on ventilators or with oxygen requirements
- clinical staff being able to track and alert others on deteriorating patients
- clinicians being able to assess patients remotely without being in proximity to the patient
- assisting with discharge planning for patients.

You can read the full story at <https://www.uhmb.nhs.uk/news-and-events/latest-news/trust-rolls-out-clinical-observation-system-which-will-help-improve-patient-safety>



New internet connection delivered in 14 days

In order to increase capacity and improve the stability of service for home workers, the I3 Department has worked hard to install a new internet connection for the Trust. The new connection was delivered in a record time of **14 days** with support from the BT 'War Cabinet'. A new connection typically takes in excess of 90 working days.





A big thank you to our I3 Department

The Trust's I3 Department has done a fantastic job over the past three months in supporting our clinical and non-clinical teams, our patients and our partners.

Here are just a few of many thank you's to the team.



"Amazing rapid adoption by all clinicians at UHMBT,"

Feedback on the new e-Observation system.

"Not being great with technology I was sceptical but now wouldn't be without it!"

Feedback on Microsoft 365.

"That's brilliant!! I think more hospitals will be taking up command / control centres,"

Feedback on the Command Centre.

"Wow! Totally amazing,"

Feedback on the HoloLens 2 headsets.

"I've been able to do teaching and handovers from home in prep for maternity leave as well as keeping in touch with other colleagues across the Trust,"

Feedback on Microsoft 365.

"Great idea for keeping patients connected to their nearest & dearest when they can't visit in person,"

Feedback on iPads.

"I love using forms. I have used it with the COVID team a bit but will be using for @LGBT_UHMBT,"

Feedback on Microsoft 365 Forms

"Another gold standard strategy from UHMBT for others to follow. Well done every member of staff at every level,"

Feedback on the Command Centre

"Brilliant, people working to help one another brings a tear to my eye,"

Feedback on Wax Lyrical hand sanitisers.



“The benefits that we have seen is that we have improved communication cross-bay using Microsoft Teams, as well as the ability to access the Microsoft 365 suite on a range of devices,” UHMBT colleague discusses the benefits of Microsoft 365.

Command Centre adopted by seven NHS organisations

Seven NHS trusts in London have adopted modules from the Analytical Command Centre at University Hospitals of Morecambe Bay NHS Foundation Trust (UHMBT). The command centre is a series of screens based at the Royal Lancaster Infirmary site which shows live information about a patient before they enter the Trust’s hospitals, during their stay and when they are discharged home.



The London trusts have adopted two modules from the command centre:

- ambulance messaging which alerts staff to how many ambulances are predicted, details of patient type and visibility of incoming COVID-19 risks
- bed management messaging which gives staff access to the bed status across each ward on every site on any device and flags where patients have COVID-19.

You can read the full story at <https://www.uhmb.nhs.uk/news-and-events/latest-news/trusts-award-winning-analytical-command-centre-adopted-seven-nhs-organisations-london>

Ulverston business makes 10,000 hand sanitisers for Trust staff

Back in April, Wax Lyrical, in Lindal-in-Furness, Ulverston, made a staggering 10,000 hand sanitisers for staff at UHMBT who are working tirelessly to help patients through the Coronavirus (COVID-19) pandemic. The business switched from producing luxury, 100% fragrance candles, reed diffusers and essential oils, to making hand sanitisers after seeing an increase in demand across the UK. The hand sanitisers for NHS staff are 70% alcohol, no perfume, no colour.



Rosie Wicks, a Product Developer at Wax Lyrical, was alerted that FGH needed additional hand sanitisers by her dad Andy Wicks, who is the Chief Information Officer for UHMBT. You can read the full story at <https://www.uhmb.nhs.uk/news-and-events/latest-news/ulverston-business-makes-10000-hand-sanitisers-trust-staff>

Supporting Bay Health and Care Partners

The I3 Department has been working closely with clinical colleagues in Dermatology and our Bay Health and Care Partners to develop a tele-dermatology service. This service will use a digital image workflow to support urgent referrals.



Virtual clinics ensuring patients get the best advice and support

Attend Anywhere – an online video consultation tool – is being rolled out across UHMBT as part of its coronavirus (COVID-19) response in partnership with hospitals across Lancashire and South Cumbria. Attend Anywhere was first trialled with the Trust's Paediatrics team and received great feedback from staff and patients.

Attend Anywhere allows people to consult their healthcare professionals via video calls from a location of their choice. It can be used for scheduled and unscheduled care but one of its key features is virtual waiting rooms, which is particularly useful for scheduled clinic appointments.



Clare Peckham, Consultant Paediatrician and Lead for Respiratory Paediatrics, said: "There are so many advantages from all sorts of perspectives. Whilst video communication will never completely replace physical assessment and there will always be the need for face-to-face examination of a patient, during the current situation there are huge advantages, not in the least mitigating the risks and dangers of the unintended consequences of lockdown on our babies, children, young people and their carers.

Clare, along with a paediatric respiratory nurse and a dietitian, carried out a respiratory clinic with Rachel Cleminson, of Lancaster, her husband Anthony and their son Finlay who has Cystic Fibrosis (CF).

Rachel Cleminson said: "Having this available to us makes it easier to communicate our concerns and any problems we are having, being able to see the team is great because they can also see us and our little boy so if we were to have any issues or worries they could see him and talk us through our problems. We are very grateful to have this available to us during this difficult time while we can't go up to the hospital and look forward to using it again for our next appointment."

You can read the full story at <https://www.uhmb.nhs.uk/news-and-events/latest-news/virtual-clinics-ensuring-patients-get-best-possible-advice-and-support>

Microsoft 365 File Migration

My Documents to One Drive

The Trust intends to copy files held in your My Documents and move these into your OneDrive before the end of July. My Documents files will then be made 'read only'. However, you don't have to wait for the Trust to do this for you. You can start to tidy up your files and, if you want to, you can move them to One Drive yourself and we know that some of you have been doing this because we already have over a million files on One Drive.

A step by step 'how-to' video is attached [here](#).

If you would prefer to manage the migration of your files yourself, you can 'Opt-Out' of the automatic move by completing the following form [here](#). You must complete the form before Friday 17 July 2020.



COVID-19 Admission Form

A specific COVID-19 Admission has been developed by the I3 Department and Dr Tim Gatherall, Lead for Respiratory.

The form will provide Dr Gatherall and his team oversight of all suspected COVID-19 patients on admission.

New eLearning

Additional eLearning and new procedures have been developed by the I3 Department to deliver remote training sessions (previously were classroom-based).

These tools will support I3 initiatives and clinical staff re-deployments.

The training is delivered using Microsoft Teams.

Recovery Centres

The I3 were tasked with implementing secure wireless access in the Kendal and Barrow Recovery Centres located at Kendal Leisure and Furness Academy respectively.

The team also developed a bespoke discharge summary with an extended Medicines Administration section for use in the Recovery Centre. I3 IT Engineers configured and tested mobile computer equipment which is currently on stand-by.

Virtual training experience

Year two medical students have been supported with a virtual training experience, connecting them via secure video to volunteer patients on the Abbey View Ward at FGH.

Through this function they can remotely discuss a patient's social history and subsequently facilitate a video feedback session with an Advanced Nurse Practitioner.

Clinical review

A dashboard-based tool has been developed to facilitate a "clinical review" of all patients waiting for an outpatient appointment.

The dashboard interface allows a clinician to easily select a cohort of patients and the system is integrated to launch the Lorenzo Electronic Patient Record for the correct patient.

Mobile computers

Mobile computer equipment has been expanded to several existing wards.

The I3 Department has worked with the Estates Department and Nursing Directors to deploy/relocate computer equipment as required to multiple new and reconfigured wards across the sites.



Your feedback needed on the Lorenzo EPR system

KLAS Research survey

Due to the coronavirus (COVID-19) pandemic, the last KLAS survey was put on hold to allow clinical services and the I3 Department to focus on supporting colleagues, partners and patients during this difficult time.

Over the past year, the I3 service has changed many areas of Lorenzo Electronic Patient Record (EPR) system and the support available for users of Lorenzo to ensure the experience continuously improves.

These technical and transformational changes have included:

- Restructuring the I3 Senior Leadership Team to focus on different areas of change such as technical, transformational and system-wide
- Restructuring the I3 department so that there is a Lorenzo service team which is focused on dealing with any queries about the EPR. This ensures that users are receiving support promptly from experts in that area
- Introducing monthly rounding on wards and departments across the Trust. This involves members of the I3 team who have different skills attending the wards to do an "MOT" with staff on certain issues that may be affecting them and to offer training and coaching in existing or new areas
- Creating a 'Lorenzo Messaging Channel' which appears as a pop up in the Lorenzo system. This allows the I3 team to share hints and tips with users of the system
- Implementing a quick-log button in Lorenzo (EPR) for users to quickly and easily report problems which are picked up by the Lorenzo (EPR) service team.

The Trust has decided to relaunch the **KLAS Research survey** in July to gather as much feedback from staff as possible to ensure that changes the I3 Department has put in place over the past year continue to meet the needs of staff. The survey will also help to flag any further changes and improvements that staff would like to see.

You will remember the Trust ran a similar survey just over a year ago which helped the I3 team to put in place these changes over the past year, so your views really do count!

Watch out for further information as the survey launches.

We look forward to your feedback!

Sue Smith, OBE, Deputy Chief Executive and Executive Chief Nurse

Dr Shahedal Bari, Medical Director.

KLAS Survey

The latest KLAS Survey is out now! You can take the latest survey [here](#)





New standard operating procedures helping nurses on our wards

A new standard operating procedure has been created by the I3 Department to support the easy transfer of patients from hospital inpatient wards to hospital community wards. Previously, due to commissioning rules patient transfer between these areas had to be recorded as a discharge and admission despite the wards using the same Lorenzo Electronic Patient Record system.

The changes in commissioning arrangements due to the pandemic, supported by conversations with the Trust's Finance Department and Morecambe Bay Clinical Commissioning Group supported this change which has reduced significantly the effort required from nurses to electronically document the transfer and also allowed continuity of the electronic patient documentation (care plans, notes, drug charts, assessments).



Electronic Whiteboard system revamped

The I3 Department has implemented a new version of the Electronic Whiteboard system, to allow rapid changes to bed data collection in response to several new COVID-19 specific demands for the NHS England "daily sitrep" report. The reporting requirement changed frequently at the start of the pandemic.

Virtual Private Network capacity expanded

To support colleagues who are working from home during the pandemic, the I3 Department has implemented a new Virtual Private Network (VPN) system. This supports colleagues who require access to hospital systems, such as the Lorenzo EPR.

The previous VPN system shared by the Trust, Morecambe Bay Clinical Commissioning Group and North Cumbria Clinical Commissioning Group had an average daily usage of 90 connections pre-pandemic. With the shift to home working the system reached the maximum capacity of 300 connections every day until the new VPN with a maximum capacity of 5,000 was implemented in early April.

In addition the IT Engineers re-configured approximately 600 laptops and desktop computers for remote working.

Capacity for inbound and outbound telephone lines trebled

During the pandemic the I3 Department has trebled the capacity of inbound and outbound telephone lines into the Trust, to support the surge of telephone consultations within the hospital and primary care (approximately 30% of GP's use the Trust digital telephony platform). This change took place over one weekend. The rapid timescale was possible because I3 completed the migration of Trust Telephony to the next generation BT digital infrastructure in February 2020.



Have you won the Bay Hospitals Charity Lottery this week?

This week's winning numbers are:

Draw date: Friday 3 July 2020

2 5 2 6 7 2

Play the Bay Hospitals Charity Lottery online now!

Visit www.bayhospitalscharity.org/lottery/

and help make a lotto difference across
Morecambe Bay Hospitals.

