

Business scenario

Optimising patient care through service desk enhancements

Service desk at scale

For a Trust of 6,000 clinical staff this can 'give back' as much as 11,000 clinical hours per year

Within NHS Integrated Care Boards (ICB), each individual Trust typically has its own dedicated Digital, Data and Technology (DDaT) services.

DDaT services can often be seen as a blocker by clinical staff, as they find themselves pulled away from patient care to deal with IT concerns and can spend a significant time waiting for issue resolutions or technical service requests to be fulfilled through the service desk.

The streamlining of service through automation, digital self service, upskilling colleagues, improving processes, and standardising tools across Trusts within an ICB can overcome these challenges and allow the Service Desk to be viewed as an enabler for patient care, rather than a blocker.

Challenges

Non-standard and sub-optimal tooling leads to long wait times for requests and inaccurate IT services, frustrating clinical staff reliant on efficient tools.

Inconsistent IT processes and policies increases administration burden and lead times, impacting the speed and quality of patient care.

Outages to core clinical systems can be highly disruptive. Preventing access to vital patient information, and scheduling, and may affect the delivery of treatments.

Stretched service desk and IT resource and no 24x7 support results in **clinical staff** spending **longer waiting times** on the phone to the service desk, rather than with patients.

Solution approach

Standardisation and **optimisation** of the **Service Request Portal** and processes, **improving** ease of **navigation** and **request fulfilment** speed and accuracy.

Standardisation of **process** and **policy** across IT Services to ensure **consistent ways of working**, and improved onboarding across Trusts.

Introduction of standard **service performance** reporting and **trend analysis**, through visual dashboards and metrics to enable **proactive performance management**.

Service desk consolidation or leveraging IT resource across Trusts within the ICB to **account** for **peaks** and **24/7 IT support**.

Benefits

Enabling clinical staff to spend less time navigating IT and its challenges, allowing time to **focus on patient care, and clinical** activities:

- **Reduced time** spent on the phone to the service desk, waiting for access or issues to be resolved
- Established IT processes, and a proactive approach to service performance to **reduce outages to clinical applications** and enable a quicker resolution time
- Leveraging of IT resource to **adapt across Trust demand requirements**, including knowledge and best practice sharing to **enable an efficient end-to-end IT service** for Trusts.

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About Mason Advisory

Mason Advisory has offices in Manchester and London and employs over 100 staff, with plans to continue its expansion. We enable organisations to deliver value through digital & technology transformation, solving complex business challenges, and helping clients set strategy through the intelligent use of IT resources including architecture, cyber, operating model and organisational design, service management, and sourcing. We operate in sectors such as financial services and insurance, legal and law, government, health and social care, emergency services, retail, FMCG, logistics and distribution, transport, and not-for-profit.

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