

# Advanced NHS Solutions

Back-office and clinical solutions  
for the NHS





# People. Partnerships. Solutions.

We are Advanced. We're a leading provider of software solutions and IT services for health and care providers, commercial businesses and public and third sector organisations.



## Our people

We are focused on understanding the health and care sector, delivering our leading IT solutions and services to our NHS clients. We work closely with our team of clinical leads, who all have hands-on experience using our software in their particular fields. The development of these specialist solutions has been informed by experiences with patients and the rich clinical knowledge within the team.

## Our partnerships

We work with NHS organisations throughout the UK and Ireland, delivering our clinical and financial solutions to urgent care settings, including out-of-hours practitioners and ambulance services, as well as NHS Trusts delivering acute services and those providing a wide range of mental and community health services.

## Our solutions

We provide solutions to over 1300 customers in the health and care sector, including NHS 111 services, out-of-hours clinics, ambulance services and NHS Trusts for community and mental health.



# Advanced NHS Clinical Solutions



*"Advanced's software has made a huge impact, enabling us to boost performance dramatically by increasing efficiency. Without it we would not be able to save the amount of lives we do."*

Neil Spencer >  
Service Improvement  
Manager >  
East Midlands Ambulance  
Service

## Save time and improve efficiency in your NHS Ambulance Trust

Promote a consistent, safe approach to both physical and mental health assessments, enhance clinical outcomes, reduce risk and ultimately save money with Odyssey, our NICE-accredited clinical decision support technology. Our solution allows you to take steps towards integrating with other services to ensure complete records of your patients' medical history and accurate reporting of clinical events. This helps to ensure that patients are always being signposted towards the most appropriate care. With content developed by our in-house team of clinical leads, our solution has also been thoroughly independently evaluated, for safety and effectiveness. Odyssey has content written in both professional and lay versions specifically for clinical and non-clinical users, helping you support the professional experience and judgement of your staff by providing them with an effective system to identify your patients' needs. Odyssey has:

- > Over 1200 presenting complaints
- > Over 450 specific question sets
- > Age and gender differentiation of questions and answers
- > Ability to locally configure outcomes based on clinical priorities

The seamless integration of Odyssey into Adastra, our clinical patient management solution, allows users to have both good clinical decision support and patient management, in one place. Save time and help your patients receive the right care, using the benefit of being connected to other national patient systems, allowing you to receive medical records to aid with clinical decision-making. Our solution allows you to take steps towards integrating with other services to ensure your patient records are complete and accurate reporting of clinical events is achieved.

Adastra also embeds with NHS Pathways, helping you to deliver integrated urgent care services. Our Adastra 111 solution delivers all of the interoperability standards as required by NHS 111, meaning you can refer calls to other providers without re-triaging them, exchange assessment data with other providers and schedule GP appointments.

## Improve patient experience for NHS Trusts providing Community and Metal Health services

Our electronic patient record solution is a new generation of electronic patient management. Staff are guided through customisable clinical and administrative workflows to help patients receive the best care. Carenotes allows you to promote communication between appointments by assigning electronic questionnaires and assessments, which feed back into your system.

- > Rich clinical data entry windows supporting medication, allergies and assessments
- > Tailored modules for CAMHS, CYP IAPT, substance misuse and more

Our solution provides you with clinical data entry windows, enabling your clinicians to have a comprehensive view of your patients' needs. This technology facilitates you in supporting your staff to consistently deliver the right care, at the right quality, at the right time by providing guided workflows that have been locally configured to fit your service. With customisable reporting functionality, you can ensure your service is meeting the most up-to-date standards for compliance by easily creating national standard reports.

Dr Kay MacDonald, Clinical Academic Director, Sussex Partnership NHS Foundation Trust says, *"The new system will securely capture relevant data given to us by service users and the staff who are caring for them."*

# Advanced NHS Clinical Solutions

## GP reception staff can triage patient appointment bookings with confidence

Your front desk staff need to be able to triage patients across all disciplines of healthcare when they call to book an appointment. Our multidisciplinary Odyssey clinical decision support solution ensures your staff can have confidence in patient triage decisions, ensuring you can prioritise seeing patients with urgent care needs. Reduce the risk of failing to elicit key symptoms by linking into the EMIS system to triage the patient based on the context of their full Electronic Care Summary, meaning your patients get the right treatment at the right time.

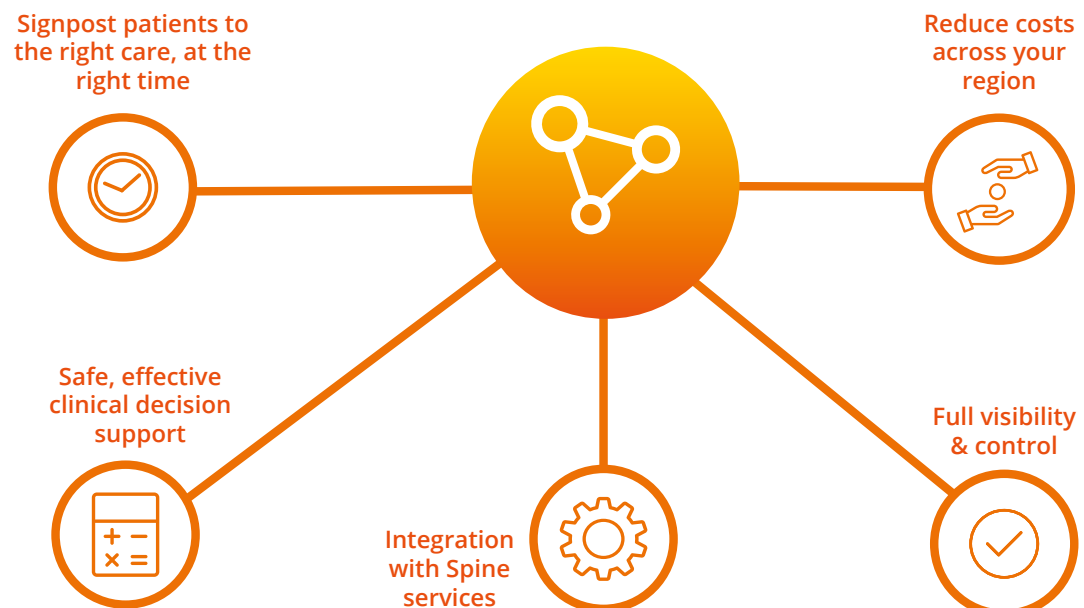
## Seamless appointment booking through EMIS for NHS 111 providers

Our solution allows staff to directly refer patients to out-of-hours services and GP surgeries as part of a single telephone call, to support seamless patient flow. Staff can view appointment diary availability based on pathway disposition – in the case where a patient needs a specific service – or by searching the DoS service selection list, which allows patients to choose the most convenient appointment. Staff can then book available appointments through Adastra into EMIS Web. This helps improve responses to patients' individual needs and allows staff to ensure they are referring the patient onwards to the most appropriate service.

## Fast, effective app-based symptom checking

Powered by our leading clinical decision support system, we've partnered with Sensely to offer a unique patient-facing app to the NHS. Patients interact with a virtual healthcare assistant, and are guided through relevant clinical question sets towards an appropriate outcome - whether that's booking a GP appointment, calling NHS 111, or self-care. Patients can also receive inbuilt support for common long-term conditions such as COPD, as well as access to a library of wellness information and healthcare resources.

As our clinical content is under continuous review by our in-house team of clinicians, you can be assured that patients using the app are being safe, meaningful care advice. Usage of the app can assist overwhelmed GP practices by helping to reduce the amount of patients seeking appointments when they may be better served by self-care, as well as saving the local CCG money by helping reduce reliance on ambulance callouts for patients with non-life-threatening conditions.



# Advanced NHS Back-Office Solutions

## Reduce workload with flexible, real-time financial and procurement management

Relieve the administrative burden on your finance team from transactional and processing activities in order to focus on more strategic tasks that boost departmental efficiency. We will support you with your Future-Focused Finance journey by helping you reduce procurement costs and enable PEPPOL-compliant transactions. By implementing the NHS eProcurement Strategy, you can also reap further benefits from low-cost electronic transactions, where paper invoices which need to be manually keyed are replaced by much more efficient electronic transactions.

Our fully-integrated suite of Oracle-based financial management and electronic procurement applications help relieve the administrative burden on your finance team from transactional and processing activities, helping them to focus on more strategic tasks in order to boost departmental efficiency. eFinancials reduces operational costs by offering a complete automated solution, allowing you to embed best practice and simplify three core financial processes:

- > Procure-to-pay
- > Invoice-to-cash
- > Account-to-report

Employees and external trading partners can interact with the system in a controlled way, increasing efficiency and reducing the workload for your finance team. Deployment options are available to suit your requirements - shared service, on-premise or via a managed service. Most importantly, the application can be tailored to suit your NHS Trust through its inherent configurability - there's no need for costly customisation. Our finance solution reduces back-office costs, allowing your Trust to direct more budget towards what's important - the patients.

**Iain Bestford, Assistant Director of Finance, The Newcastle upon Tyne Hospitals NHS Foundation Trust** states, *"We are delighted with the success of the project. To have 40% of our invoices coming through the system within three months of going live is a fantastic achievement and it proves to everyone that these digital systems do work. The efficiencies that we are gaining from this will have a major impact on how the Trust operates going forward."*

## Enable quicker, more accurate financial planning, budgeting, monitoring and forecasting

We understand that accurate and timely budget organisation underpins effective financial management - there is no room for inefficient processes and human error.

NHS Trusts need to agree Sustainability and Transformation Partnerships (STP) with NHS Improvement to increase the efficiency and quality of their back office service, whilst also reducing costs. This challenge requires NHS trusts to embrace the digital era and transform their services.

Our powerful and flexible planning, budgeting and forecasting software solution integrates easily with all leading financial management systems.

Our Collaborative Planning solution allows you to:

- > Develop more accurate planning and forecasting - by collaborating more directly with frontline teams and building a real-time view of budget performance
- > Devolve more responsibility for spend management to clinicians and other frontline teams, so that they can see the impact of their decisions
- > Free up Finance teams' time to proactively help clinicians and administrators more effectively manage spending
- > Balance historical spending with current/evolving requirements, and draw on peer spend comparisons - to ensure that budgets are fit for purpose and efficiencies are maximised

**Neil Callow, Deputy Director of Finance, Imperial College Healthcare NHS Trust** says, *"We are particularly pleased with how the solution has engaged non-finance staff in the forecasting process which is fundamental to accurate financial planning and central to the ongoing success of our 'Building World Class Finance Programme.'"*

*"Advanced's solution is key to enabling our Trust to control the preparation, monitoring and updating of forecasts."*

**Neil Callow >**  
**Deputy Director of Finance >**  
**Imperial College Healthcare >**  
**NHS Trust**

# Advanced NHS Back-Office Solutions

*"The new solution from Advanced is a major step towards achieving demonstrable annual savings over the next 10 years and we look forward to using these savings in frontline health and social care services for the benefit of our patients."*

Sam Waide >  
HSC Business Services  
Organisation

## Increase control and deliver savings with smarter inventory management

We realise that with intensifying pressures on budgets, NHS Trusts must combat large-scale overstocking and expensive waste, while endeavouring to protect patient safety; this means making existing resources go further. Yet inventory management in a hospital can be a challenge, leading to increased waste and stock issues. Reduce fluid and unmonitored use of theatre essentials and receive a clear view of current supply levels with our Patient-Level Resource Management solution (PRM).

Our solution is a stock and inventory management system, developed specifically for clinical use. Designed in conjunction with leading NHS Trusts, where the system has been in use for over six years, PRM transforms the way hospitals track, analyse and manage stock and inventory. This enables them to substantially reduce associated costs, replace labour-intensive administrative processes, and provides clinicians and managers with unprecedented insight and control over inventory decisions.

How it helps:

- > Aids in pinpointing inefficiencies and reduce overspending on medical supplies and equipment
- > Gives clinical teams greater visibility of, and accountability for their spending
- > Enables easy review of costs, enabling alternative purchasing decisions based on greater insight of the impact of choices on budget, and peer comparisons
- > Supports the NHS eProcurement Strategy
- > Provides an important information feed into budget planning and devolved budget ownership

Fred Cock, Clinical Services Manager, Royal Devon and Exeter NHS Foundation Trust says, *"Staff no longer have to worry that stock will not be re-ordered in time. They also have a greater awareness of the cost of items and the importance of accurate stock management."*

## Hosting and Managed IT Services for NHS Trusts

As a healthcare provider, the security of your patient data is paramount. We understand your need to protect sensitive health data by having a contingency plan in place in case your systems go down without warning. Hosting your system in our

Tier 3 aligned data centres, allows us to provide technical support and fixes, and the peace of mind that your patient data is kept secure. All data sent to and from our servers is automatically encrypted in accordance with NHS Information Governance and security requirements, and lost and stolen devices can be flagged and remotely wiped if required, which prevents unauthorised access to your patients' data.

Our technicians keep everything on our servers running smoothly, and they can quickly identify, troubleshoot and fix upcoming potential issues before they become a problem. Additionally, our Software-as-a-Service model (SaaS) allows you to add or remove users depending on the scale of your organisation. This saves you from having to buy costly software licenses ahead of time, and ensures you can keep on top of your running costs.

Richard Parker, Head of Financial Accounts, George Eliot Hospital NHS Trust says, *"With Advanced fully managing our system, this has removed the associated risks of us having to manage it ourselves. We are also enjoying ready access to the Advanced team which is especially reassuring."*

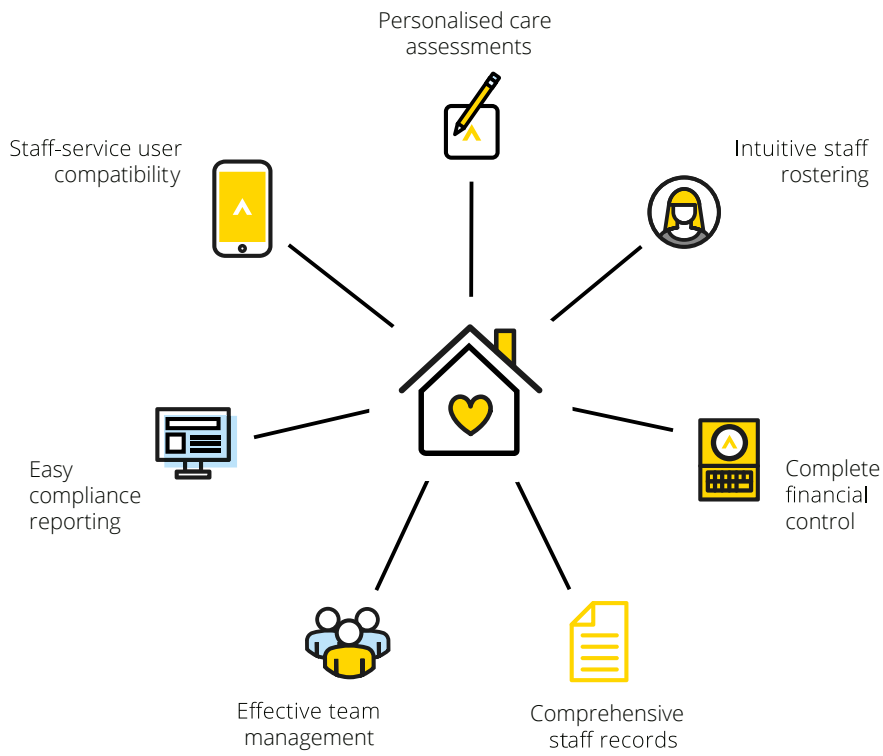
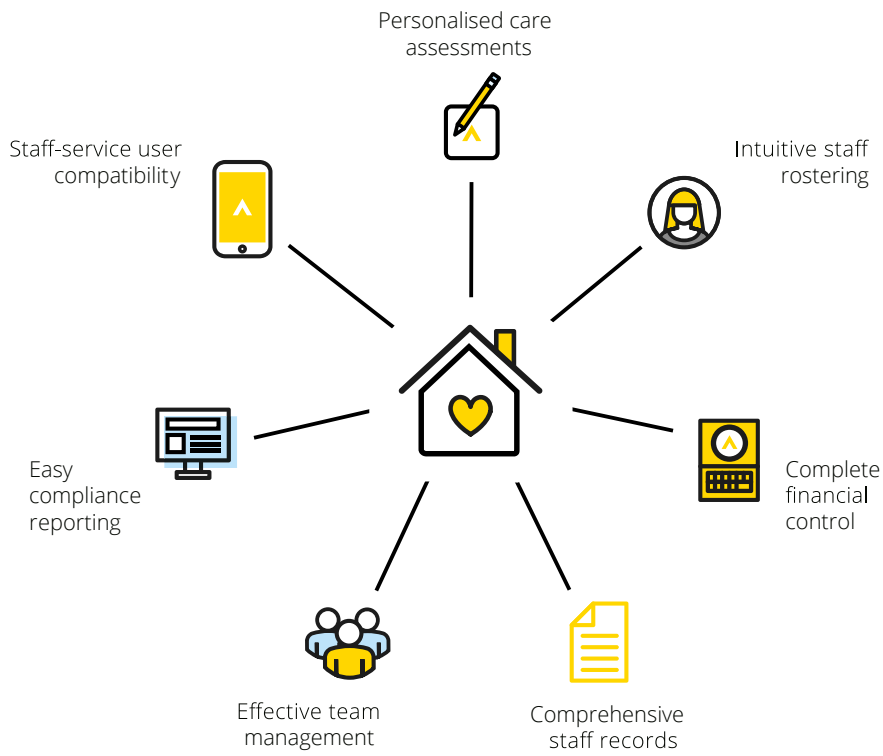
## Advanced Mobile

For clients using our Carenotes, Air Approvals and Air Receipting solutions, we've developed secure mobile applications, which are available on iOS and Android devices. The application fully integrates with your system, ensuring staff can safely exchange key data while away from a desk. These solutions, developed with mobile community teams in mind, allows staff to capture patient data and case details while offline or in areas of low signal. This data is automatically delivered back to your main system, once the mobile device is receiving signal again. Our mobile applications have the same industry-standard security as our desktop systems, so you can be confident that all information exchanged is safe. It's the system you rely on, brought to your mobile device.

## More from Advanced...

We are UK leaders in the outsourcing of IT infrastructure and applications. We design, deploy, operate and improve your IT services – from the desktop to the data centre. Our team of consultants will assist and train you and your staff throughout implementation, and our dedicated support team will be there for you afterwards, to help with any queries. Working in partnership with your organisation, we can help you align your IT to your business needs.

# Advanced NHS Solutions



## About Advanced

We're Advanced. Through our enterprise and market-focused solutions, we positively impact millions of peoples' lives through continually investing in our people, our partnerships and our own technologies to stay focused on your needs. Every member of the Advanced team cares about the little things; the things that matter to you, and the things that collectively make a huge difference to your success.

So what does true partnership look like? True partnership is the defining thing that makes us different from the competition. We pride ourselves on delivering focused software solutions for public sector, enterprise commercial and health & care organisations that simplify complex business challenges and deliver immediate value.

We don't sell theory, only advanced software solutions that deliver immediate value. We enable our customers to drive efficiencies, savings and growth opportunities through focused, right-first-time software solutions that evolve with the changing needs of their business and the markets they operate in.

We're focused on success. Through continuous investment in our people, our partnerships and our technologies we have an impressive track record. Advanced is a Sunday Times Top Track 250 Company 2016 and we ranked in the Deloitte UK Fast 50. Through our success, we can continue to develop our solutions to make sure they're just right for you.

## More information

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