




ENABLING QUALITY IMPROVEMENT IN PRACTICE

# Tower Hamlets Our Latest Newsletter (02/09/2019)



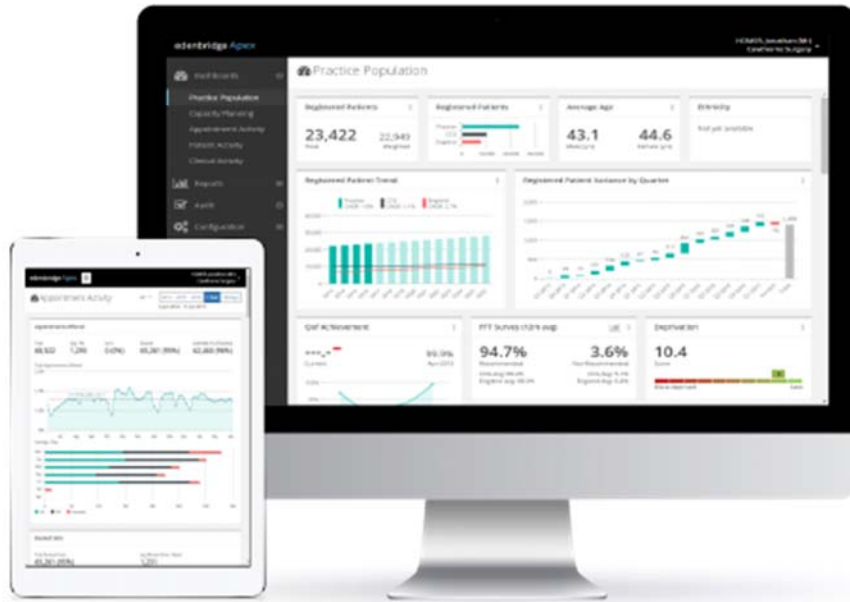
## Edenbridge updates: network-friendly reports, and more

*What on earth is Edenbridge – and how it allows you to paint the future of Primary Care*

In an increasingly diverse and transient society, innovation and breaking new ground is always necessary – notions which are commonplace across Tower Hamlets and our ever-advancing practices and EQUIP teams.

At the heart of the EQUIP programme is the APEX suite of business intelligence tools, commonly known to you as **Edenbridge**, which empowers practices to take ownership of how you deliver services to users, and paint the future landscape through locally-driven initiatives. For example, Edenbridge helps practices improve patient access and increase efficiency by helping you easily view patients who DNA (did not attend) and analyse patient level reattendance rates.

Active within 35 practices across Tower Hamlets, Edenbridge allows practices to view real-time dashboards on population health, capacity planning, appointment activity and clinical activity. Edenbridge reporting allows practices to delve into the reality of DNAs, reattendance, extended access workload, as well as being able to generate reports on all activity metrics by clinician, ideal for appraisals – CQC visits, anyone?? – and providing evidence based data to support practice management and partner meeting decision making.



### ***Driving data rather than being driven by data***

The 'D' word often receives a mixed reception in general practice, either seen as the silver-bullet antidote to all problems, or ill-famed as that which dehumanises healthcare. However, embracing real-time data – something the NHS Long Term Plan heavily advocates – can enable us to release time to retain a patient-first focus and take ownership of the future of service delivery.

Whatever the question it is facing your practice, with a wealth of rich data, extracted daily from the clinical system, Edenbridge is able to provide you with an answer and facilitate solutions as you implement them.

### ***Promoting “Primary Care Networks” – aka your network***

Now, with the adoption of Primary Care Networks, Edenbridge has enhanced functionality to promote collaborative working, with the ability to monitor the efficacy of new roles and track changing trends of improving access, targeting key areas where efficiencies can be found.

Through Edenbridge Enterprise, which is a collective view of our data available to CCGs, Federations and PCNs alike, you can mobilise key datasets across your network to assess trends in access, prevalence of long-term conditions as well as patient and appointment activity.

As networks continue the journey of collective working, Edenbridge can facilitate a realistic understanding of the current story with aggregated data to promote conversations around which metrics are important locally to define successful working.



### ***Innovation and Opportunity***

Edenbridge is a product built on and constantly embracing practice feedback and development ideas (ask me and Tom just how *much* feedback we share and discuss with them!!).

Through an “Enterprise” view, custom reporting functionality allows you to define which metrics are important to you and run comparative analysis across your network and export directly to Excel for further reporting and sharing.

Within your practice, you will have access to reports delivered in an intuitive set of slides, available for export, allowing you mobilise data crucial to you in an easy to digest form so your team can assess the current narrative and paint the future of service delivery for your patients.

Our local Edenbridge guru and caretaker is Moynul, EQUIP’s Analytics Associate ([moynul.islam@nhs.net](mailto:moynul.islam@nhs.net)). But if you want more information straight from the horse’s mouth, or regarding any questions you have about the Edenbridge software, please contact [enquiries@edenbridgehealthcare.com](mailto:enquiries@edenbridgehealthcare.com). They love the NHS, and love to help. So that we can not only make change, but know when we’re making it!

**“Without Big Data, you are blind and deaf and in the middle of a freeway” –  
Geoffrey Moore, organizational theorist**

Virginia