

ART automation allows Community Service to free up staff for a leaner service and better patient experience

A community musculoskeletal (MSK) physiotherapy and podiatry service works with ART to automate the referral process.

Delivering a busy, complex service

The service was large, complex and busy with a higher volume of referrals than originally expected. The service wanted to streamline processes in order to manage incredibly high volumes effectively and efficiently to bring value to patients and commissioners.

Optimising workflows to create better patient experiences with ART

ART was implemented to free up staff in order to focus on key patient interactions, reduce the risk around manual back office support and provide clear reporting on contractual performance.

Impact

- Immediate staff-releasing benefit from increased automation; **3 staff members redeployed within 2 weeks**
- Overall, automation is **saving 7.56 (FTE)** of admin work (**£189,000**) with full benefit achieved within 12 months
- Re-deployed staff able to focus on patient experience; **>20% improvement in call response**
- **Positive feedback from triaging clinicians** on triage in ART; easier to navigate
- **eRS referral backlog cleared** in under 2 weeks

“ART allowed us to automate, free up staff and ensure we meet KPIs”