The Little Book of Mobile Working

*15 Practical Examples of Successful
Mobile Working in the Public Sector to Inspire You*

Foreword

This eBook aims to inspire you with the possibilities and benefits of mobile working through real life examples from NDL customers in Local Government, Health and Housing.

Each section covers stories from current customers, examples of mobile apps and ideas from the NDL App Showcase.

All the mobile working apps in this eBook have been developed by NDL or our customers using MX, NDL's drag and drop mobile app creator.

How do we define Mobile Working?

Mobile Working is the digitalisation of your on-site or remote working processes using devices such as smart phones or tablets. It allows users the flexibility of accessing and recording information, that synchronises securely with an organisation's back-office systems, while on the move. Work continues irrespective of network availability and the need to return to the office to collect or update information is removed. This is achieved using well-designed and integrated mobile apps that are trusted and easily adopted by the end user.

It's a mobile world and mobile apps are everywhere, being used on personal devices, every day. However, the term 'app' is often used very broadly and has been applied, or misapplied, to cover everything from a small piece of software on a phone to the large-scale cloud-based back office systems of large organisations. This means the term is imprecise and subject to some variation, therefore, the use of apps to support business users in the field needs to be carefully defined. For this document 'app' refers to specific mobile apps designed to be used on portable devices.

Health

NHS Greater Manchester Mental Health
NHS Foundation Trust

NHS Mersey Care
NHS Foundation Trust

NHS Royal Devon and Exeter
NHS Foundation Trust

West Suffolk **NHS**
NHS Foundation Trust

University Hospitals **NHS** of Morecambe Bay
NHS Foundation Trust

NHS Lancashire Care
NHS Foundation Trust

NHS Fife

NHS Nottinghamshire Healthcare
NHS Foundation Trust

A Selection of Customer Apps

Health Summary Assessment Maternal Assesment Patient Experience Survey Children and Families Patient Questionnaire Medical Care Indicators Discharge Assessment for Patients Death Report School Nurse Assessments Mental Health Assessments at Home Sexual Health Survey Work Schedules Mobile PAS Clinical Photography Care Quality Questionnaire Patient Safety Ward Handover Theatre Scheduling District Nursing Appointment Community Nursing Social Care Health Visitor Referrals Postnatal Assessments General Assessment Form Community Nursing Anticipatory Care Plan Patient Meal Ordering Bed Management General Observations Pain Assessment Scottish Safety Programme Community Midwives Health and Safety Reporting Pre-Operative Assessment

NDL App Showcase

The App Showcase contains a large variety of app templates, designed by users, each of which is free to download, customise and deploy using NDL's app platform, MX.

Patient Meal Choices
Allows hospital patients to make meal choices during their hospital stay.

Patient Progress
Access and update information for mental health patient visits.

Medical Photography

Integrated with: CERNER*

An NHS Trust in England has improved its process for taking photos of patients for medical reasons. A more secure, faster solution was needed that did not require the use of unsecure external equipment. Previously, the clinicians were capturing patient images using a memory card on a digital camera which presented data security risks, made it difficult to attribute images to a patient and could not be linked to explicit patient consent. Using the app the clinicians (hospital and community) can gain patient consent (by scanning the barcode on the patient ID bracelet ot obtaining a signature), take multiple pictures (for burns, plastic surgery etc) and automatically upload them to a secure database. The app is being used on 30 devices and the outcome has been an improvement in compliance, quality and speed of patient care. With a faster upload time, a saving of up to 3 hours per patient has been achieved, allowing clinicians to make a faster diagnosis.

Patient Pre-op Assesment

Integrated with: Lorenzo EPR*

Patient pre-operative assessments is a mandatory and time-consuming process for the NHS. One NHS Foundation Trust has simplified the process by substituting paper for a tablet-based digital assessment. Patients are guided through their pre-op assessment which presents only relevant questions based on previous answers. The app frees up clinician time and allows for faster triage by eliminating the 2-3 day triage time for paper forms.

Community Services

Integrated with: Rio*

An NHS Foundation Trust has improved the quality and efficiency of its community services with a mobile app for its team of 1,400 district nurses and early intervention teams. The app enables workers to receive their appointments for the day, record their actions, search for patient information, make notes and plan future appointments. The app updates the central in-house Electronic Care Record. As a result, the team is no longer required to go to the office to collect case notes, enter notes, update diaries or receive appointments. The central data is more robust and accurate and clinicians are now able to spend more time with patients and their carers, supporting the Trust's aim to deliver even better services whilst reducing their previous overhead.

Patient Meal Selection

Integrated with:
Lorenzo EPR and Bed Management system*

Patient experience has been improved and food waste reduced through the implementation of a patient meal selection mobile app. Previously, the hospital, which processes about 84,000 meal choices per year for upwards of 30,000 patients across 5 wards, was printing off and collecting paper menus for patients to complete. This was difficult and time consuming to manage due to the size of the hospital campus and the potentially unknown status or location of a patient. This old system resulted in an estimated £100,000 of food wastage. Using the new app on a tablet, the patient makes their food choices for the next day and this information is submitted directly to the kitchen. The app is also linked to the Bed Management System, meaning that if a patient is discharged or moved to a different ward, their food selection can be updated or cancelled. The outcome has been improved patient satisfaction, a reduction in food waste, reduced disposal costs for uneaten food and improved kitchen efficiency.

Patient Observations

Integrated with: Rio*

An English Mental Health Trust has successfully created and implemented a secure app for clinicians to mobilise the process of patient observations and to transfer the data to the back-office system. The app marks upcoming General Observations for a patient using a traffic light system and when an observation is missed the app forces the clinician to cite why, using a drop-down list of the most common reasons. The app has resulted in better compliance and more accurate and up-to-date clinical information. It has replaced paper, improved the timeliness of its observations and enhanced reporting.

Community Nursing

Integrated with: In-house system

Clinicians at a Northern England NHS Mental Health Trust often work within the community, visiting service users at home who cannot make it to the clinic. Each clinician makes an average of 10 home visits per day and collectively the trust makes over 400,000 visits per year. Mobile working using a Community Nursing app has delivered efficiencies to the team who can instantly view and amend patient records within the community. Because of this new system information is available in realtime to other clinicians in the team. This new system means the nurses no longer have to travel to and from the office to re-key their notes onto the system, saving valuable time. The data is more accurate and secure and communication between clinicians has improved.

Local Government & Housing

A Selection of Customer Apps

Adult Social Financial Assessment Building Control Construction Site Adherence Environmental Health Flood Prevention Health and Safety Reports Illegal Parking Social Care Visits Estate Inspections Allotment Inspections Flytipping Playground Inspections Highway Inspections/ Maintenance Noise and Nuisance Property Voids Waste Collection Recyling/Waste Management Estate Management Bus Stop Information Contract Waste Management Electronic Job Sheet Food Hygiene Garden Maintenance Out of Hours Noise Pollution Repairs by Appointment Supported Independent Living Business Rate Inspections Council Tax Environmental Services Land Drainage Site Inspections Planning Enforcement Beach Hut Management/Booking Housing Benenfit Applications Taxi Licensing Gas Certification Cleaning Inspections Pest Control Street Cleaning Inspections Fire Risk Assessment Market Trader's Fees Park Inspections Communal Area Cleaning Multiple Occupancy Housing Lone Worker Safety Close Tenancy Planned Maintenance Estate Inspections for Staff School Health Assessments Estate Management Estate Walkabout Estate Reports Asbestos Warnings

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Looked-After Children Consent Form
Digital capture of signatures and other information from all parties involved with a looked-after child.

Report IT
Report problems to the Council using camera and map functions.
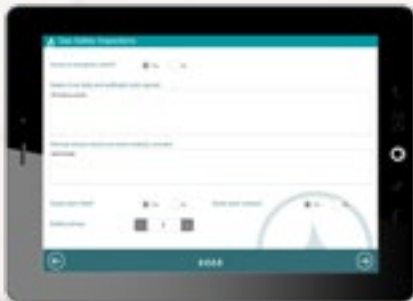
Gas Safety Inspections
Carry out gas safety checks on a variety of appliances

Food Standards
Create and view food premises inspections, keep record of signatures and date.

Highway Inspections

Integrated with: Oracle E-Business Suite*

A Metropolitan Borough Council designed a Highways Inspections app which presents the day's inspections to the team in route order, allowing the inspectors to log defects in the field, add photographs and specify materials as well as to create urgent work orders in the central system. The Council processes approximately 30,000 transactions per annum using the app. It has seen savings of £50k from lower print and production costs by removing paper forms, reduced its work backlog and significantly reduced the cost of pay-outs on pothole claims to motorists.

Noise and Nuisance

Integrated with: IDOX*

A large central London Council has introduced mobile working for its team of Noise and Nuisance officers, handling around 10,000 requests for service a year. The team needs access to complaint history and to be able to travel around the city without returning to the office to collect and update information. The app shows the officers the complaints that are assigned to them with any previous history, allows them to take photos, and view the address on a map. The Council has seen a reduction of around 10 minutes per transaction per officer, meaning that the team has potential additional capacity equivalent to employing another 2 extra officers per year. In addition, it has benefitted from a reduction in the time between information being collected and put into the back-office system, meaning the data is more accurate and up to date.

Housing Repairs

Integrated with: iWorld Housing, Servitor, Opti-Time and Lagan CRM* using SX.

A Scottish Council has implemented mobile working for its repairs team with an app which gives them access to their work schedule at the start of the day, with the ability to access and update individual jobs at any time irrespective of mobile signal quality. Once each job is complete, the repairs team fill in the details, including materials used, directly into the app. The Council has benefitted from considerable time and money savings from a reduction in time wasted on travel to missed appointments and having the incorrect materials available on-site. With 60 users of the app completing around 30,000 transactions per annum and an increase in staff efficiency the Council has been able to take contracts back in-house which were previously outsourced.

Estate Inspections

Integrated with:
Atlas Web*

An English County Council has introduced mobile working for its team of property inspectors using an app which covers a wide range of different inspections. Accuracy of information is key when responsible for a large annual insurance bill for a property portfolio worth billions, including some historic buidlings. The age of properties brings its own problems with the need to assess the risk of things such as legionnaires and asbestos as well as general property maintenance. Since the launch of the app, the Council has created c85,000 survey records, including around 22,000 photos taken.

Housing Inspections

Integrated with: Back office QL*

The introduction of mobile working for building surveyors has saved a Housing Association in the South East of England hundreds of hours of back-office time and reduced the surveying period for its annual repairs programme by two months. Mobile working allows the team to enter inspection details into the back-office system as they go, using an app. The app replicates the familiar paper process, enabling the surveyors to enter all the tasks, trades, quantities, locations etc alongside entering their notes. The team completes around 1,800 surveys per year working both on and offline, eliminating multiple paper forms and enabling automatic transfer of data into the back-office system, improving accuracy and reducing the need to re-key data.

Social Worker Visits

Integrated with: CareFirst*

A transformation in social care has been delivered by a City Council through the development of a Visits app for its team of 155 social workers, who make around 2,500 visits per month. The app shows the social workers their scheduled visits and locations along with other relevant information for the appointment. The benefits are reduced admin and travel for the team, as well as more secure data and more timely updates as the social workers can update the record in the field. The app also helps to safeguard staff by displaying any warnings related to their visit as well as keeping office colleagues updated with their location, as an extra safeguarding measure.

Case Management

Integrated with: Oracle E-Business Suite*

Using various mobile working apps, a Housing Association in the North East of England enables its team of around 1,700 remote support staff across the country to gather information from its tenants and properties. This includes teams that specialise in vulnerable adults (mental health and elderly). The mobile working apps, running on tablets, enable the support teams to administer relevant care and support, including referals to external services, based on real-time, accurate, data. The benefits are a reduction in travel and admin time for the support staff as well as improved communication and service for their tenants.

Fire Risk

Integrated with: SQL*

The Fire Risk Information app helps with legal compliance and the Council's desire to drive efficiency and improve service using innovative technologies. Information for Fire Risk Inspections is collected in a more efficient way with staff recording inspections digitally, including building condition surveys, mechanical and electrical surveys and fire alarm testing using a mobile working app. Each inspector fills in up to 2 inspection questionnaires per day, each containing 164 questions. Using the app, staff gather, share and store critical risk information efficiently, regardless of signal quality. Workers no longer need to travel back to the office to type up notes. Information can now be accessed quickly and easily in the event of an emergency, potentially speeding up the response time and helping to safeguard lives. In addition, the Authority's compliance with Health and Safety regulations has improved.

Housing Repairs

Integrated with: SQL*

A Housing Association with a portfolio of over 6,000 properties is making significant cost savings as well as improving efficiency, productivity and management information through the implementation of a mobile working app for its repairs team. The app, which includes repairs requests, job scheduling, asbestos alerts and gas certification, allows the team of around 50 repairs staff to work remotely without having to return to the office to collect work schedules. The team can complete jobs and pick up their next appointment remotely as the app is integrated seamlessly with back-office systems. Mobile working delivered savings in both field and back-office teams alongside a reduction in fuel and paper costs.

Mobile Working

Mobile working technologies and apps extend a business' existing systems reach into the field by enabling processes to be digitised and reducing the replication of unnecessary administrative processes. They significantly improve productivity, corporate agility and customer responsiveness while lowering business costs. Choosing the right platform and investing in proper planning is essential. The key is having a mobile working platform and vendor that offers a proven way of integrating with the existing infrastructure.

For more information on mobile working, please download our *Introduction to Mobile Working Series* from our website.

Introduction to Mobile Working Part 1: Benefits, Barriers and Initial Considerations

Introduction to Mobile Working Part 2: Devices, Networks and Technical Considerations

MX

MX from NDL puts you in control of your mobile working. You can take information from different back-office business systems and turn it into a series of mobile working apps which accurately mirror the processes your field teams are performing without the need for expert coding knowledge. Operating in and out of signal, MX takes the information captured and automatically updates your systems. It's so simple to use; with the intuitive toolkit, you can design and make unique business mobile working apps for your organisation and run them on any device type. There's also a full suite of management and security features to make sure your information is protected.

It takes just days to create a highly effective mobile working app that integrates all the features and platforms your teams need. NDL also provides an App Showcase containing a large variety of templates, designed by users, each of which is free to download and customise. We can provide a range of services to assist your team in app design and development or even build the solution for you. All of this is available in one unique product.

Read the full MX customer case studies online at www.ndl.co.uk/casestudies for more detail on how NDL's mobile working toolkit, MX, has helped organisations like yours to deliver successful mobile working solutions, increase efficiencies and save money. It's easy to do yourself without specialist developers to get results quickly.

For more information or to book a demo, contact
info@ndl.co.uk

To read full case studies, visit
ndl.co.uk/casestudies

Or watch some of our demo and case study videos
on our **youtube channel**

NDL

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