

# Digitally Transforming NHS Processes To Improve Patient Experiences

*An award-winning Microsoft Office 365® app, FlowForma® Process Automation empowers NHS trusts to drive digital transformation and rapidly automate processes. The FlowForma Process Automation tool is proven to streamline business processes — resulting in increased visibility, productivity, and efficiency, while delivering a high standard of patient care.*

*Sitting on the SharePoint® platform, the FlowForma Process Automation tool incorporates forms, workflow, document generation and much more, all in one place. A proven no code, logic only approach enables process owners to quickly automate and deploy processes online. Improving clinician processes such as theatre notes and medication incident reports, allows healthcare staff to deliver the best possible patient care in a safe and timely manner.*

*The product integrates directly with your Microsoft SharePoint or Office 365 environment to leverage all the benefits that this powerful collaboration platform provides.*

## Challenges In The NHS

NHS trusts are continually challenged with maintaining the highest standards of clinical care within financial constraints. For IT teams within NHS trusts, the goal is to better enable 'white coats' – clinicians, nurses, doctors – to help them do their jobs more efficiently. A crucial part of this is replacing inefficient, manual business processes and email chains. Forms generated at the point of patient care in one NHS trust, need to be accessed by administration in another. Like any manual process there is the risk of errors or paper getting lost.

## How Can FlowForma Process Automation Help?

FlowForma Process Automation is an approved vendor for the provision of its award-winning FlowForma Process Automation tool for NHS trusts, across the United Kingdom. **Visit our website [www.flowforma.com](http://www.flowforma.com)** to learn why our NHS customers choose FlowForma Process Automation, and how it's no code functionality works seamlessly across multiple devices such as desktop and tablet, to help rapidly automate processes to improve compliance and communication.

## Sample Use Cases

- Onboarding/system access
- Clinician records
- Theatre notes
- Patient record management
- Patient admission & discharge
- Account provisioning
- Appointment scheduling
- X-ray scheduling
- ID requests
- Medical equipment requests
- Hospital to hospital transfer referral form
- Incident report
- IT request
- Medication incident reports

## Why NHS Trusts Choose FlowForma Process Automation

- ✓ 100% No Code cloud based tool
- ✓ No hardware/infrastructure required
- ✓ Minimal IT reliance
- ✓ Enhanced patient experiences
- ✓ Rapid digitisation of processes
- ✓ Approved NHS 'N365' vendor



### Healthcare Process Accelerator

To further support NHS trusts, FlowForma has developed an exclusive Healthcare Process Accelerator that offers users a wide variety of ready-to-use, fully editable, process templates for digitising common healthcare processes.

The Healthcare Accelerator features process templates for addressing tasks such as: Hospital to Hospital Transfer Referral Forms, IT Requests, Incident Reports, Medication Incident Reports, Theatre Notes, and more.

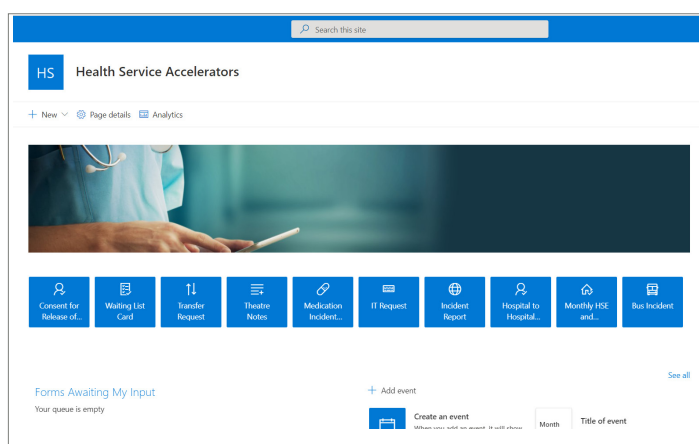


Figure 1: FlowForma’s Healthcare Accelerator



**Real World Example**  
An iconic European healthcare institution, with thousands of staff and nearly 1,000 beds, needed a way to integrate new digital processes into ageing legacy IT systems.

**Solution:**  
The Head of IT has used the FlowForma Process Automation tool to simplify form-filling around recurring medical tasks, bringing a new efficiency that is widely appreciated by healthcare staff, particularly those on the frontline.

The electronic forms are easier for clinicians to fill out, freeing them up to spend more time with patients. The time saved and efficiencies gained have been enormous.

FlowForma Process Automation’s no code development has given the hospital a more agile approach, traversing legacy systems and replacing manual processes in the service of patient care.

*FlowForma was part of our core PASA solutions and the ability to create workflows quickly with governance from IT, without being reliant on them, is critical as we seek to further automate in other areas”*

**Shaun Bucknill**  
Head of ICT & Acting Deputy CIO,  
Blackpool Teaching Hospitals  
NHS Foundation Trust

### About FlowForma

FlowForma is the leading provider of enterprise-class, no-code business process management, and automation tools that empower process owners to rapidly digitise a wide range of processes.

The company empowers process owners in healthcare, construction, engineering, financial services, and more, to digitise complex business processes in-house, without writing any software code.

Customers are live with digital processes, empowered and self-sufficient within 4 weeks of onboarding. Users rapidly reap ROI, resilience, and innovation. FlowForma Process Automation is making waves in the automation space with its process accelerators, external stakeholder engagement, and offline capability.

FlowForma is a Microsoft Gold Partner, with over 200,000 global users. The company is headquartered in Ireland with offices in London and Boston and is motivated by its values to innovate, evolve, and achieve with employees, customers, and partners.